

# Public Document Pack



<b>MEETING:</b>	Overview and Scrutiny Committee - Full Meeting – THIS MEETING IS CANCELLED AND PAPERS ARE FOR INFORMATION ONLY
	Tuesday, 28 April 2020

## AGENDA

### Full Meeting of the Overview and Scrutiny Committee

All Members of the Committee Should Attend.

Administrative and Governance Issues for the Committee

#### 1 Apologies for Absence - Parent Governor Representatives

To receive apologies for absence in accordance with Regulation 7 (6) of the Parent Governor Representatives (England) Regulations 2001.

#### 2 Declarations of Pecuniary and Non-Pecuniary Interest

To invite Members of the Committee to make any declarations of pecuniary and non-pecuniary interest in connection with the items on this agenda.

#### 3 Minutes of the Previous Meetings *(Pages 5 - 24)*

To receive the minutes of the previous meeting of the Committee held on the following dates:-

- Full Committee meeting held on 7<sup>th</sup> January, 2020 (Item 3a);
- Thriving and Vibrant Economy Workstream meeting held on 4<sup>th</sup> February, 2020 (Item 3b);
- People Achieving Their Potential Workstream meeting held on 10<sup>th</sup> March, 2020 (Item 3c).

Overview and Scrutiny Issues for the Committee

#### 4 Adult Social Care Local Account *(Pages 25 - 54)*

To consider a report of the Executive Director Core Services and Executive Director Communities (Item 4a) in respect of Barnsley Adult Social Care Local Account (Item 4b)

#### 5 Children's Social Care Performance *(Pages 55 - 60)*

Redacted report for information only (Item 5)

#### 6 Exclusion of the Public and Press

The public and press will be excluded from this meeting during consideration of the items so marked because of the likely disclosure of exempt information as defined by the specific paragraphs of Part I of Schedule 12A of the Local

Government Act 1972 as amended, subject to the public interest test.

**7 Children's Social Care Performance** *(Pages 61 - 114)*

To consider a report cover report relating to Children's Social Care Performance (Item 7a) in relation to the Data Report (Item 7b) and the Explanatory Document (Item 7c)

Reason restricted:

Paragraph (2) Information which is likely to reveal the identity of an individual.

Enquiries to Anna Marshall, Scrutiny Officer

Email [scrutiny@barnsley.gov.uk](mailto:scrutiny@barnsley.gov.uk)

To: Chair and Members of Overview and Scrutiny Committee:-

Councillors Ennis OBE (Chair), Bowler, Carr, T. Cave, Clarke, Felton, Fielding, Frost, Gollick, Green, Daniel Griffin, Hand-Davis, Hayward, Higginbottom, Hunt, W. Johnson, Leech, Lodge, Lofts, Makinson, McCarthy, Mitchell, Newing, Noble, Phillips, Pickering, Richardson, Smith, Stowe, Sumner, Tattersall, Williams, Wilson and Wraith MBE together with co-opted Members and Statutory Co-opted Member Ms. G Carter (Parent Governor Representative)

Electronic Copies Circulated for Information

Sarah Norman, Chief Executive

Andrew Frosdick, Executive Director Core Services

Rob Winter, Head of Internal Audit and Risk Management

Michael Potter, Service Director, Business Improvement and Communications

Martin McCarthy, Service Director, Governance, Members and Business Support  
Press

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<b>MEETING:</b>	Overview and Scrutiny Committee - Full Meeting
<b>DATE:</b>	Tuesday, 7 January 2020
<b>TIME:</b>	2.00 pm
<b>VENUE:</b>	Council Chamber, Barnsley Town Hall

## MINUTES

### Present

Councillors Ennis OBE (Chair), Bowler, Carr, T. Cave, Clarke, Felton, Fielding, Gollick, Green, Daniel Griffin, Hand-Davis, Hayward, Higginbottom, Hunt, W. Johnson, Leech, Lodge, Lofts, Makinson, McCarthy, Mitchell, Newing, Noble, Richardson, Smith, Stowe, Sumner, Tattersall and Williams together with co-opted members and Ms. G Carter

### 12 Apologies for Absence - Parent Governor Representatives

No apologies for absence were received in accordance with Regulation 7(6) of the Parent Governor Representatives (England) Regulations 2001.

### 13 Declarations of Pecuniary and Non-Pecuniary Interest

Ms Gemma Carter declared a non-pecuniary interest in connection with Minute No. 15 due to her being a Director of an alternative education provider.

Councillor Lodge declared a non-pecuniary interest in connection with Minute Nos. 15 and 18 due to his membership of the Schools Forum and his work with care leavers.

Councillor Newing declared a non-pecuniary interest in connection with Minute Nos. 15 and 18 as she is employed by the NHS.

### 14 Minutes of the Previous Meeting

**RESOLVED** that the minutes of the following meetings be approved as a true and correct record:

- (i) Full Committee, held on 10<sup>th</sup> September, 2019
- (ii) Thriving and Vibrant Economy, held on 1st October 2019
- (iii) People Achieving Their Potential, held on 5th November
- (iv) Strong & Resilient Communities, held on 3rd December 2019

### 15 LGA Corporate Peer Challenge - Outcome and Actions

The following witnesses were welcomed to the meeting:

- Sarah Norman, Chief Executive of Barnsley Council
- Julia Burrows, Director of Public Health
- Rachel Dickinson, Executive Director - People
- Andrew Frosdick, Executive Director - Core Services

- Matt Gladstone, Executive Director - Place
- Wendy Lowder, Executive Director - Communities
- Neil Copley, Service Director - Finance
- Michael Potter, Service Director - Business Improvement, HR & Communications
- Cllr Stephen Houghton, Leader of Barnsley Council
- Cllr Robin Franklin, Cabinet Support Member - Core Services

Members of the Overview and Scrutiny Committee were provided with a report outlining the key findings arising from the Corporate Peer Challenge (CPC) together with an update on the progress of the Action Plan developed in response to the recommendations of the final report received in April 2019.

In the ensuing discussion, and in response to detailed questioning and challenge, the following issues were highlighted:

The Peer Review had highlighted concerns that the retirement of the previous Chief Executive had heightened anxiety for some staff who were concerned that the direction and ethos of the Council would change and that the upcoming retirement of two more longstanding Executive Officers would cause further concern. Members were reassured that Mel John-Ross had been appointed to the post of Executive Director (Children's Services) from May 2020. Although this is still a significant change, Mel John-Ross is already well known to staff and this will provide continuity. The Executive Director (Core) will be an external appointment but the postholder will undergo a 'back to the floor' induction similar to that followed by the new Chief Executive. Recruitment to both Executive Officer posts involved front line staff to ensure that the successful candidates are well received.

There is some disparity of services across Area Councils, which is to be expected as an inevitable consequence of local democracy and the uniqueness and differing priorities of individual areas. On some issues it makes sense for Area Councils to work together – for example on advice services where a more 'joined-up' approach might be beneficial. What is essential is that Area Councils continue to explore innovative solutions to tricky problems and share good practice with each other, as a great idea which has been successful is generally replicated. Members were reminded that core services are Borough wide and haven't been separated out as this has caused problems in other areas.

Members expressed concern that the reduction in workforce may have an adverse impact on staff health and wellbeing and in particular their mental health. The Council has an in-house Occupational Health Unit and counselling service but recognises the need to continue to do more to promote the wellbeing of staff, which is included in the Investors in People process. A staff workplace health assessment was sent out to all staff which provided rich data and which will be used to develop targeted support for staff around mental health and emotional wellbeing. The Trade Unions are also involved with this.

A Customer Services Charter is being developed to ensure consistency of approach and clarity in terms of access to services, building on the Digital First agenda. It was acknowledged however that there may be some customers who are unable to access services via electronic/digital means.

In terms of risk management, the Council faces a number of risks, such as financial uncertainty around future government funding arrangements; the impact of BREXIT; the Council's reputation and decision making; management of significant events that impact on the community; demographic changes associated with an ageing population; climate change and data protection/ information security. Members were reassured that the Council closely monitors these and other risks which filter down the organisation and has robust processes and systems in place to respond to them. The Risk Management Framework is lean and coherent and is shared with the Audit Committee as part of the Annual Governance Statement.

Financial uncertainty can never be removed, but robust, sensible and affordable plans are in place to address any eventuality. This is the case with all Local Authorities across the country. The Government's focus on using business rates to fund services is a particular concern for Barnsley. It would be a struggle to fund services from Council Tax and Business Rates alone; therefore lobbying is taking place to counteract this.

It was reiterated that the peer review was a very positive report, identifying Barnsley as a 'high performing' Council. Considerable progress has already been made on the action plan, which is deliverable, affordable and the benefits of which outweigh the costs. There are many aspects within the peer review report to be proud of but first and foremost it is about delivering against the ambition to make life better for people of Barnsley and improving their quality of life, which includes social care and educational achievement to name but a few.

There is now a need to work with partners to take stock of Barnsley's priorities for the next decade and develop a strong place-based vision to inform what work the Council needs to do next to deliver the Barnsley 2030 vision. The 2030 consultation will identify needs and aspirations of local people and the Council and partners will be organised to deliver against that vision. Members can help with the 2030 vision, attending 'talkabouts' and using the toolkit in their own areas to have an honest dialogue with the public.

There is a need to develop a more inclusive economy through joined-up working across Directorates and partner agencies to understand what poverty looks and feels like. Initiatives such as volunteering and supporting those with a learning disability need to be further developed alongside better transport options (particularly rail); access to housing (including affordable housing) and improving educational opportunities whilst taking into account the impact of adverse childhood experiences (ACEs). The Local Plan opens up a huge amount of land for growth, particularly at Junction 36/37. The Employer Pledge has already been signed by more than 150 businesses and will put more back into the local economy. Barnsley College has been heavily involved in providing career inspiration for young people, connecting with digital companies to redesign course content. Adult Education is a good way to tackle poverty in the Borough as it provides life skills, increases employability and can make a real difference in communities. In some areas the Community Shop provides adult and community learning. There is a need to persuade Sheffield City Region (SCR) and Central Government to increase funding for this.

Witnesses were congratulated on attaining such a positive result from the LGA Corporate Peer Challenge and for their attendance and contribution.

**RESOLVED** that the report be noted.

## **16 Provisional Education Outcomes in Barnsley 2019**

The following witnesses were welcomed to the meeting:

- Nick Bowen, Executive Principal of Horizon Community College and Joint Chair of Barnsley Alliance
- Rachel Dickinson, Executive Director - People, BMBC
- Nina Sleight, Service Director, Education, Early Start & Prevention, People Directorate, BMBC
- Richard Lynch, Head of Barnsley Schools' Alliance, People Directorate, BMBC
- Jane Allen, Service Manager, Pupil Inclusion, Attendance & Education Welfare, People Directorate, BMBC
- Liz Gibson, Virtual School Headteacher for Children Looked After (CLA), People Directorate, BMBC
- Councillor Margaret Bruff, Cabinet Member for Children's Services

Members of the Overview & Scrutiny Committee were provided with a report detailing the provisional education outcomes for children and young people in the borough at each stage of the National Curriculum, from Early Years Foundation Stage (EYFS) (age 4/5) to Key Stage 5 (A-level) for 2019, including Children Looked After (CLA) and those with Special Education Needs & Disability (SEND).

In the ensuing discussion, and in response to detailed questioning and challenge, the following issues were highlighted:

The Early Years sector has worked closely with children from deprived backgrounds for many years. There is a forensic analysis of data locally so that children are targeted individually for intervention as well as within cohorts. Comparisons are also made with national results and how they relate to Barnsley. Robust partnership arrangements are in place, working closely with families to ensure settings support children in the best possible way. Pupil Premium is used to deliver educational outcomes of those children who are most vulnerable, in attachment-friendly settings to enable a child to be ready to learn when they start school.

Barnsley should be particularly proud of its Key Stage 4 outcomes, good buildings and strong leadership. Barnsley schools are no longer at the bottom of the league tables and are now well above average, ahead of Rotherham, Doncaster and Sheffield, in some areas, which is a huge shift. There is still improvement to be made in terms of Progress 8 and Attainment 8, although performance on the latter is now close to the national average. Disadvantaged students are achieving higher results in Barnsley than non-disadvantaged students elsewhere. Out of 10 secondary schools in Barnsley, 8 are at average or above, with just 2 below average. The latter will be supported by the Barnsley Schools Alliance (BSA), which offers tailored support for schools who need help in making progress and in realising their ambitions using data to identify areas for improvement. Stronger schools will work with the leadership team, sharing good practice and challenging how the schools are

run. There is an ambition that wherever you live in Barnsley you will be guaranteed a good school.

Although English and Maths are important, the new OFSTED framework now focuses on a broader and more balanced curriculum, which is more appropriate for some students. In some instances in Barnsley, those schools with a broad and balanced curriculum are now performing better than those with a narrow focus on English and Maths.

Performance data suggests that girls perform better than boys, which is in line with national data. The reasons for this are unclear and are multi-faceted: they could relate to a poor start in life; pre-school/nursery experience; the pace of the curriculum; family expectations and parental education. What is crucial is that all children receive learning and support tailored to their needs.

Early Years outcomes and school attendance are Alliance priorities as they make such a difference to future lives. Another area of focus is the attainment of children with additional needs and inclusion. This includes attitudes around poor behaviour and how it is dealt with to ensure standards and attainment are high.

Members were reassured that the previous increase in fixed term exclusions is not linked to academisation. In fact, there has been a significant reduction in fixed term exclusions and academies have made significant progress along with other schools. There are a number of workable and helpful alternatives to excluding pupils such as an on-site wellbeing centre, nurture provision etc to ensure students' needs are met in school. Provision for excluded pupils depends on the individual circumstances of the pupil. When a child is excluded there is a statutory responsibility to ensure the pupil has 25 hours of education in place by day 6 of the exclusion. Wellspring Trust is commissioned to provide this. In addition, a Fair Access Panel meets every month to find excluded pupils an alternative place. Each case is examined in detail and tracked to make it fair. Pupil Referral Unit (PRU) placements are also commissioned around the Borough. It was pointed out that some pupils may be unable to attend school for physical reasons or refuse to attend due to anxiety issues.

Academies have been an overwhelming success in Barnsley and have taken school performance to a new height, which is not the case in other areas. All academies are part of the Barnsley Schools Alliance, are fully engaged and carry the expectation of challenge and support. All schools go through the same process regardless of their status. This partnership approach is the envy of other areas and demonstrates the strength of a sector led approach.

The Barnsley Schools Alliance works with individual schools to develop a package of tailored support for head teachers and other staff which is based on individual circumstances. New Headteachers are supported with their professional development. This is also the same with the Early Years service and includes childminders and Nursery settings.

The complexities of Elective Home Education (EHE) and how it works was explained to Members. When parents decide to home educate they must notify the school that they wish to remove their child from school. An advisor visits parents at home to explain how it works and what is expected. If the level of education provided is not of

a good standard, the advisor will work with parents to improve standards or look at supporting a move back in to mainstream education. An unhealthy culture is springing up around EHE, with unofficial Facebook pages offering advice to parents. There are many reasons given by parents as to why they wish to educate their children at home. Information as to the reasons are always recorded but they do vary. In some instances it is because of dissatisfaction around the current school. Efforts are always made to try to dissuade parents from this course of action.

The number of children in residential care refusing to attend school has fallen from a significant number around 4 years ago to just single children here and there. The Looked After Children Engagement Mentor works out of Springwell to encourage children back into the school setting. Pupil premium is also used to enable the child to engage. In the case of anxious and phobic children, the PRU within school is often used. School attendance of every Looked After Child is monitored daily and is improving year on year. Problems with non- Barnsley children are passed to the placing authority .

Transition from primary to secondary school is an area of concern, particularly for children with an EHCP in place. There is a need to ensure that for these children their plan is up to date to support the child effectively through transition. However, some schools are developing excellent practice, especially in the Dearne, where a SENCO has been recruited from the primary sector for pupils moving up to secondary school which helps to break down barriers between primary/secondary and change perceptions. Many children struggle when moving from a small primary school to a much bigger secondary school. This transition is part of the journey to independence and adulthood, with some children unable to cope and needing better support systems in place from an earlier age to ensure an easy transition. It is essential that although schools may do things differently, there is good engagement between primary and secondary schools and good practice is always shared. Services for children needing emotional and mental health support are provided by the CCG. Waiting times for treatment are reducing but still require further improvement.

The Chair congratulated witnesses on the performance of Barnsley schools and the role of the Barnsley Schools Alliance in driving forward performance and achieving better things for Barnsley children.

**RESOLVED** that witnesses be thanked for their attendance and contribution.

**17 Referral to Sheffield City Region (SCR) Mayoral Combined Authority Overview and Scrutiny Committee (OSC) Regarding Transport in Barnsley - Item For Information Only**

Members were provided with an update report regarding the referral made by this Overview and Scrutiny Committee (OSC) to Sheffield City Region Mayoral Combined Authority Overview and Scrutiny Committee (SCROSC) regarding transport in Barnsley, highlighting the opportunity for Barnsley OSC members to share further comments with Cllr Ennis to shape this work prior to his meeting on 25<sup>th</sup> January with Clive Betts MP who is chairing a review of transport in the region.

**RESOLVED** that

(i) Members note the report, and

(ii) Contact the OSC Chair by email with any concerns they have regarding transport so that they can be raised with Clive Betts MP at the forthcoming meeting.

## 18 Exclusion of the Public and Press

**RESOLVED** that the public and press be excluded from the meeting during the consideration of the following item because of the likely disclosure of exempt information as defined by Paragraph 1 of Schedule 12A of the Local Government Act 1972 (as amended).

## 19 Children's Social Care Performance

The following witnesses were welcomed to the meeting:

- Mel John-Ross, Service Director, Children's Social Care & Safeguarding, BMBC
- Cllr Margaret Bruff, Cabinet Spokesperson – Children's Services (formerly People - Safeguarding)

The Chair congratulated Mel John-Ross on her recent appointment to the post of Executive Director, Children's Services.

The Service Director, Children's Social Care and Safeguarding, introduced this item and provided Members with the monthly children's social care report, which contained an overview of the major performance indicators for children's safeguarding and social care for Quarter 2 (2019/20). The report included a summary section with an overview of performance, using RAG (Red, Amber, Green) ratings and direction of travel for most indicators. Barnsley's historical performance and comparisons with other local authorities were also included.

Issues discussed included re-referral rates, the Neglect Strategy, the Graded Care Profile, adoption timescales, agency workers, recruitment and increased social worker caseloads. Implementation of the Neglect Strategy has seen over 900 practitioners trained, increased awareness of the impact of neglect and more cases being referred.

Members were reassured that decision making is sound whilst acknowledging that poverty is complex and multi-faceted. It was also highlighted that re-referral rates for this period have come down and are now below benchmarking targets.

**RESOLVED** that: Members note the update and witnesses be thanked for their attendance and contribution

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Chair



<b>MEETING:</b>	Overview and Scrutiny Committee - Thriving & Vibrant Economy Workstream
<b>DATE:</b>	Tuesday, 4 February 2020
<b>TIME:</b>	2.00 pm
<b>VENUE:</b>	Meeting Room 11, Barnsley Town Hall

## MINUTES

### Present

Councillors Ennis OBE (Chair), Clarke, Fielding, Gollick, Green, Higginbottom, Hunt, W. Johnson, Lodge, McCarthy, Noble, Richardson, Smith and Tattersall together with co-opted member Ms. G Carter

### 5 Apologies for Absence - Parent Governor Representatives

No apologies for absence were received in accordance with Regulation 7(6) of the Parent Governor Representatives (England) Regulations 2001.

### 6 Declarations of Pecuniary and Non-Pecuniary Interest

There were no declarations of pecuniary or non-pecuniary interest.

### 7 Minutes of the Previous Meeting

The minutes of the meeting held on 7<sup>th</sup> January 2020 were received.

### 8 Barnsley Council's Digital First Programme

The following witnesses were welcomed to the meeting:

Andrew Frosdick, Executive Director – Core Services  
 Dave Robinson, Service Director, Customer Information & Digital Services  
 Kay Deacey-Coulton, Head of IT Service Improvement

Members of the Committee were provided with a report informing them of the reasons for establishing the Council's Digital First programme; the structure and governance of the programme and the progress of the workstreams so far, together with details of the future activities and next steps that will be taken along the digital improvement journey.

In the ensuing discussion, and in response to detailed questioning and challenge, the following issues were highlighted:

There are a number of risks associated with the programme which were discussed in detail. These include cultural aspects of the programme around change management, which can take time to embed, employee engagement and adoption of the programme by customers. Members were reassured that there is a robust risk

monitoring system in place to deal with all identified risks and dedicated Change Management Officers and change management framework in place.

It was highlighted that employee engagement and adoption of technology and new ways of working isn't controlled by the programme but extensive change management and adoption work has taken place using new approaches such as digital campaigns, the new Spotlight on Digital Skills site, Digital Support Clinics, creation of 'digital personas' and introduction of videos on the DigitalFirst YouTube channel to support the workforce through change and try to mitigate the risk of non-adoption. Introduction of the SAP system for finance (mileage and expenses claims etc.) was successfully rolled out, with a robust programme for system users and lessons were learned from this and applied to future projects.

Communication is key and there is a need to engage with everyone through diverse means, ensuring that everyone gets the right information at the right time. The programme has a comprehensive communication and engagement plan in place.

Microsoft Office is being superseded by Office 365. It was explained that previously Microsoft supported BMBC running Office 2010 on its own servers but this is now changing to cloud storage and an entirely subscription based model. Although there is a cost attached to introducing Office 365, this will bring about savings in the long term as consolidated databases will be put on the cloud, which doesn't require maintenance. Employees are being supported to migrate data and more than 3000 devices are to be upgraded at a rate of around 40 per day. Resources for refreshing existing devices have been earmarked in budgets.

There will be tangible differences for customers. The service is currently redesigning forms within the customer portal so that the processes of reporting and transacting are much easier. Customer data will be consolidated so that there is one place for everything. This will be rolled out over the next 12 months. This should create capacity in contact centres, where other improvements are being made. For example, 'chatbots' are being created, which will free up capacity in contact centres for more complex cases. Customers are at the core, with opportunities for the public to make suggestions for improvements and to ensure the system meets their needs. There is currently a mobile phone app for customers to use. The design process will involve citizens at all levels of capability. Customers will only have to log in if they want to track progress on queries but more verification will be needed for more complex transactions. A Member suggested that the house number could be used as a unique identifier for information relating to a property but this could be a problem if the information was accessed by the wrong person and could potentially compromise GDPR regulations.

Partners are also classed as customers, and it is important to consider how to work effectively with them and their systems. Services such as shared care and population health management will be looked at in the next stage.

The Council holds PSN (Public Services Network) accreditation, which it achieved on the basis of total transparency and cyber security threat protection. This accreditation ensures that the Council can access information from government departments. Endpoint protection is to be upgraded and there is a prerequisite list of similar accreditations for the cloud. The Council works hard to protect on-premise

and off-premise data. Egress, the current secure mail system, will continue to be used until it is phased out once testing has been carried out on Microsoft's equivalent system.

Bi-monthly meetings take place with Officers from the other South Yorkshire Authorities. Barnsley appears to be ahead in terms of rolling out Office 365, web transactions and process automation.

Members requested to be kept up to date with the progress of this programme and the officers advised they will plan to bring an information station to Members in due course.

**RESOLVED** that

- (i) Witnesses be thanked for their attendance and contribution, and
- (ii) A Member briefing be held at the start of the new Municipal year to update members on progress.

## **9 Barnsley - Digital as a Place**

The following witnesses were welcomed to the meeting:

David Shepherd, Service Director, Economic Regeneration, Place Directorate  
Paul Clifford, Head of Service, Economic Development, Place Directorate  
Tracey Johnson, Business Incubation Strategy Centre Manager, Place Directorate  
Tom Smith, Head of Employment & Skills, Place Directorate  
Dave Robinson, Service Director, Customer Information & Digital Services

The Head of Service for Economic Development introduced the report, providing Members with an overview of Barnsley as a 'digital place', describing the local picture in relation to business; infrastructure; partnership working and the digital skills of people.

The focus of work has been with local universities rather than national and a relationship has been developed with Sheffield Hallam University, creating a digital skills pathway to protect local talent and create good quality local jobs. It was highlighted that Degree Apprenticeships are an opportunity to work with businesses.

The digital journey needs to start as young as possible and local primary schools have a part to play in this. The Digital Media Campus (DMC) have an open door approach and have already built relationships with the Employment and Skills Team. Workshops have been held with young people in terms of problem solving and how best to support them.

In secondary schools, digital is embedded into the whole curriculum and is not uniformly taught as a discrete subject but as a transferable skill. There is a need for careers advice, raising aspirations amongst young people in terms of digital skills being essential and bringing with it opportunities to specialise within the digital sector.

It was highlighted that DMC2 will play a key role in providing grow-on space for existing businesses in DMC1 and also attracting new digital businesses, in collaboration with digital neighbours. DMC2 is currently going through a rebrand to attract tenants and get buy-in. Prices for DMC2 have just been agreed and a bold marketing campaign will be scaled up over the next 3 to 4 months to bring the right businesses in to Barnsley.

Barnsley has to work harder to attract businesses, keep momentum going and stay at the forefront of the digital agenda without a university, which other areas have. However, Barnsley has a lot to learn from Europe and good practice there, staying ahead of the curve and making it relevant for Barnsley and has succeeded in bringing corporate investment in from overseas partners and building infrastructure from the ground up. The Rotherham manufacturing parks provide a further opportunity for partnership working with AMRC and benefits for all.

It was acknowledged that although digital jobs in Barnsley are now growing and account for 2.1% of all employee jobs, this is behind the regional (3.5%) and national (4.8%) digital employee levels. To get to the national average as a minimum standard is challenging. The Sheffield City Region (SCR) is lagging behind and needs to be ambitious and generate as many jobs and businesses as possible. Jobs created won't just be digital, but will be cross industry, including the public sector, voluntary and health sector.

The impact of Brexit is not yet known. There are a small number of companies in the IT sector who contract at European level and have taken offices outside the UK. The long term agenda needs to be around 'growing our own' at regional and national level to minimise any risk. Barnsley has a good reputation, is forward thinking at UK level and is still engaged at EU level. Much can be learned from smaller European cities and they give an umbrella view of what smaller places can do, what works and what doesn't work. Over £2m of investment has come from SCR, with a direct link to work done in collaboration with Europe and which has generated investment.

Embryonic work is currently underway on building an inclusive knowledge economy, working with partners in London and learning from London Boroughs, linked to the Barnsley 2030. This will include building a base of digital jobs in the voluntary sector.

Barnsley needs to be more creative and aspirational going forward, exploring opportunities in how we work and what we do using an agile approach with constant horizon scanning and modifying with people who understand the landscape. Work is underway to secure a number of projects to make sure the business support offer is shored up though a number of different streams.

SCR is currently reviewing its strategic economic plan, with a dedicated digital field in there, which Barnsley is able to influence. The South Yorkshire Digital Strategy has just been adopted and all partners are behind the digital agenda. It was reiterated that it is not just about new businesses but also about drawing down funding to support existing and smaller businesses.

DMC2 will deliver the biggest impact for the smallest investment and will be on stream in June, with an expansion pack for existing businesses. There is a need to

work with commercial bodies on the digital infrastructure which is lacking in terms of fibre and future 5G provision.

There are barriers which may prevent Barnsley residents from engaging with the digital skills pathway. Some may be reluctant and may not have access to equipment at home, therefore it is essential to work with education providers such as Barnsley Council's Adult and Community Learning Service, Barnsley College, Northern College and others to offer free, basic digital skills training. Barnsley College are drawing down SCR money to redevelop the SciTech building and offer digital skills training.

Members were aware of a training programme commissioned by Dearne Area Council to get people back into work, but felt that this should also be followed up by Maths and English. Central Area Council is also looking at employability and skills with a view to commissioning a service. It was felt that all area councils need to think about gaps and needs in learning and skills and how to connect to local businesses.

Members are of the view that there will always be a core group of people who do not have any digital skills and this limits their employability and thus their quality of life. There are also isolated elderly people who would be unable to access services digitally. Work is ongoing with providers in Barnsley around increasing engagement and it is still possible to access European Social Fund money for the next 2 years for digitally excluded groups.

The Library at the Lightbox is a welcoming setting for digital learning but there are areas in Barnsley which do not have a library or suitable resources and infrastructure to offer digital learning. Communities need to be part of the conversation and come together to identify need and how it can be met, looking at other buildings and being creative in getting provision into areas that need it most.

There is no doubt that the digital agenda is contributing to the success of the Glassworks and business regeneration in many ways. Barnsley Market is embracing the 'shop appy' mobile phone app and 'click and collect', the library is very citizen centric and the wider development of the digital campus will help to unlock further potential for retail and leisure.

**RESOLVED** that witnesses be thanked for their attendance and contribution.

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Chair

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<b>MEETING:</b>	Overview and Scrutiny Committee - People Achieving their Potential Workstream
<b>DATE:</b>	Tuesday, 10 March 2020
<b>TIME:</b>	2.00 pm
<b>VENUE:</b>	Reception Room - Barnsley Town Hall

## MINUTES

**Present** Councillors Ennis OBE (Chair), Carr, Frost, Hayward, W. Johnson, Lodge, Mitchell, Newing, Pickering, Tattersall and Williams.

### 8 Apologies for Absence - Parent Governor Representatives

Apologies for absence were received from Ms G Carter in accordance with Regulation 7(6) of the Parent Governor Representatives (England) Regulations 2001.

### 9 Declarations of Pecuniary and Non-Pecuniary Interest

Councillor Williams declared a non-pecuniary interest in minute number 11 due to his membership of the YMCA and his position as staff representative on the JNC that sets the standards for youth and community work.

### 10 Minutes of the Previous Meeting

The minutes of the meeting held on 4<sup>th</sup> February, 2020 were received for information.

### 11 The Local Youth Offer in Barnsley

The following witnesses were welcomed to the meeting:-

Nine Sleight – Service Director, Education, Early Start & Prevention, People Directorate;  
 Julie Hammerton – Early Intervention & Prevention Service Manager, People Directorate;  
 Rachel Payling – Head of Service, Stronger Communities, Communities Directorate;  
 Angela Kelly – Early Intervention and Prevention Service Operational Manager, People Directorate;  
 Emma Baines – Youth Voice and Participation Operations Manager, People Directorate;  
 Alyssa Butler – Young Mayor of Barnsley and Barnsley Youth Councillor;  
 Councillor Margaret Bruff – Cabinet Member for Children’s Services.

By way of introduction Members received a brief presentation focusing on the offer in Barnsley and associated performance information.

In 2019 2,125 young people had accessed provision, with 32,544 attendances which included consultation such as ‘Make Your Mark’. Figures related to young people

aged 11-19, and those aged up to 25 with additional needs. 1,048 young people had accessed more than 8 hours of provision. 17 had accessed the children's rights service, which provided advocacy for children in care. 165 individuals had attended sexual health services, with 1,323 attendances. 187 young people had accessed one-to-one support through the Early Help Pathway. Members were also made aware of the nature of help being sought, with 'physical health', to 'establish and build relationships', and 'achieving personal and social development' being most common.

The impact and quality of interventions was measured through a number of tools including 'outcomes star', and 'this is me'. Members were made aware that the service was subject to continuous improvement, quality assurance and contract management arrangements. In addition, service user feedback was taken into account in service design.

Members were made aware of the outcomes for young people and for the wider community. Noted was the reduction in first time entrants to the criminal justice system and reduction of re-offending rates. 9,554 young people had voted in the annual 'Make Your Mark' campaign. A focus on early help had reduced the need for more intensive support, and flexible and proactive diversionary services had helped to prevent nuisance and anti-social behaviour.

Thanks were given for the presentation and report received and questions were invited from Members. In the ensuing discussion and in response to detailed questioning and challenge, the following matters were highlighted:-

The Youth Mayor was asked about the quality of the service from the perspective of a service user. It was felt that the service was very engaging and positive, which provided support to young people who may have otherwise struggled. The service assisted young people to learn skills and progress as a person.

With regards to the provision of a 'Youth Hub' Members heard that discussions were taking place with 'Youth Zone' and that a Cabinet report would be forthcoming in due course. Assurances were given that the service would work with any partners to ensure services were complementary.

Noted was the need for the local authority to provide 'sufficient educational and recreational activities'. Though the provision of a 'Youth Zone' would complement this, it was not part of consideration of the configuration of the service. In light of the difficult financial situation, there continued to be a borough wide offer, which included the provision of I Know I Can (IKIC) Centres and detached youth work. Members acknowledged that Barnsley had always given a high priority to this area, and although there was always more that could be done, the service continued to be high quality, and to make a difference, working with partners and providers.

In relation to work with young people from refugee or migrant families Members noted that there wasn't any specific offer tailored to this demographic, but support was given for any young person to access the service.

Questions were raised about how Barnsley's offer compared with neighbouring South Yorkshire Authorities. Barnsley continued to be in a positive position, having a high quality offer, working alongside and coproduced with young people. It was

acknowledged that Barnsley does not have the same issues as seen elsewhere in the county, but that work continues with South Yorkshire partners in areas such as Child Criminal Exploitation (CCE).

Noting that the CCE funding was time limited, Members questioned the impact of the funding ending. Assurances were given that legacy work had been factored in to planning of the project, and though some functions may cease, important parts would be mainstreamed.

Members challenged how representative the Youth Council was, and Members heard that representatives were democratically elected, but that current representation included that from the BME community, Looked After Children, and those who have a Special Educational Needs plan. A number of children in care and those attending Greenacre and Springwell schools were also co-opted. Members of the Youth Council also attended the LGBTQ forum in order to ascertain the views of this group.

Examples from other authorities where surpluses from commercial activities were reinvested in youth services were discussed. Whilst this practise did not currently occur in Barnsley, it was something that would be considered. However, it was important that commercial activities did not alter the focus and compromise the delivery of the core service. Members were made aware of the Excel programme, which had been developed in partnership with schools and was currently being piloted. If successful, this would be rolled out further and could become income generating.

Members discussed the work of Central Area Council in supporting voluntary organisations who were interested in undertaking Youth Work. This was supported by officers, recognising the benefit of peer support. The offer was made to work closely with Area Councils on projects such as this.

The importance Area Councils placed on services for young people, and the investments made was stressed. The important community leadership role of Members was acknowledged and the valued services the Area Councils commission. It was suggested that communication between the Area Councils and youth services needed to be more frequent going forward, and the need to strengthen the links to work more closely strategically and operationally.

How Council services worked with community groups was discussed, and Members heard how there were 9 lead workers in place across Barnsley. Part of their role was to understand the full offer in their area to ensure services were complementary. Young people were encouraged to join appropriate activity, and the views of these groups were listened to.

Members noted the need for all services to work together in partnership. A case study providing an example of good practice was provided. In response to an area of concern, reactive workers were deployed. Working with partners, and though investment with CRT for football coaching, this had resulted in a positive outcome, with young people now engaged and had taken part in a national football tournament.

A discussion took place regarding the 'Make Your Mark' exercise. 9,954 had taken part. This had resulted in 2 national campaigns being supported, in addition to 3 local

campaigns. Nationally the issues selected were 'protect the environment' and 'put an end to knife crime'. Locally 'the effects of drug use in communities', 'Young people's access to transport (the offer)', and 'Community safety, including anti-social behaviour (ASB), crime, gangs and policing' had been agreed.

The results of 'Make Your Mark' had been discussed in various forums, including the Children's Trust, and Community Safety Partnership. Discussions had taken place with secondary head teachers about the issues, and how future voting numbers could be increased. Work had also taken place with the SEND Youth Forum to understand the views of these young people and this was being shared with schools and partners.

A challenge was made about how the service was promoted, and whether families and young people would be aware of the offer. It was noted that this was advertised in schools, and community organisations. There was also a strong digital presence, with some young people choosing to self-refer as a result of information they had seen online.

Members noted that young people would also be referred to the service through work with families through services such as early help.

Whilst the promotion of the service to those engaged was acknowledged, questions were raised how the wider community would be made aware. It was noted that this was an ongoing process, with normal channels being used, including word of mouth and through building relationships with people of influence. The support of Members was appreciated with this.

Members noted that the Communications Department assisted with campaigns, but more could be done, such as celebrating achievements and promoting positive work. This could help to challenge perceptions, with an example being Barnsley's significant progress with regards to improving educational outcomes.

Members questioned what assessments the Service was subject to, whether it was audited or self-assessed and what officers felt the next potential inspection outcome could possibly be.

Members noted that there were regular audits held on planned activities, action plans and targeted 1:1 support with young people and also that Service Improvement Plans were in place to work towards early prevention. However, the Targeted Youth Services were not subject to their own inspection but were part of the Children's Services Inspection, Youth Justice Inspection and the inspection of SEND Services. There were a range of Frameworks in place to meet the needs, standards and continued service improvement plans to help Services understand where not only they need to improve but also how to build on what they already did well including feedback from young people through their voice and participation.

Members raised a question regarding the wellbeing of staff and whether the support was adequate enough for those who work unsociable hours whilst undertaking face to face support. Officers informed members that for full time employees, group staff supervision sessions were held on a regular basis to enable them to talk about any issues they had. 6 weekly supervision sessions with the Manager were being held and the Council's Personal Development Sessions were carried out on a regular

basis. The part time staff that work nights both detached and centre based were given a de-brief after every session and all staff were made the offer of wellbeing support. In response to queries around staff being given adequate personal development opportunities, members were informed that staff were given regular training through the Council's online POD system which holds a range of training programmes which they had access to as and when required.

Members praised the Take Away Programme from the Youth Service and its wrap around care for the whole family in conjunction with other agencies. It was felt that the continued work to build links across departments within the Authority and involving Area Councils could build even further to ensure the Youth Service grows from strength to strength.

**RESOLVED:-**

That thanks be given to all officers for their attendance at the Committee and the work undertaken with young people throughout the borough;

That work is undertaken to strengthen the links between the service and Area Councils, including the services they commission.

That work is undertaken to better promote Youth Services available in the Borough both to those who are eligible to access them, as well as amongst the general population so they are aware of support services in place.

Officers provide a break down to each Area Council of the issues raised by young people in each local area who participated in the 'Make Your Mark' Campaign.

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Chair

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# Item 4a

**Report of the Executive Director Core Services  
and the Executive Director Communities  
to the Overview & Scrutiny Committee (OSC)  
on 28 April 2020**

## **Barnsley Adult Social Care Local Account 2018/19**

### **1.0 Introduction**

1.1 The purpose of this report is to present to the Overview & Scrutiny Committee, the eighth Barnsley Adult Social Care Local Account (Item 4b) which looks back on the performance and achievements for 2018/19 and sets out some of the aspirations and challenges for 2019/20.

### **2.0 Background**

2.1 The core purpose of Adult Social Care is to provide care and support to older, disabled and vulnerable people and their carers.

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

2.3 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

2.4 The format of the Barnsley Local Account has been maintained with minor adjustments for the past few years. The feedback from the focus groups 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.

2.5 The chapter headings of the Local Account are felt to be meaningful and accessible to the target audience, which are service users; carers; and members of the public with an interest in adult social care services and performance. Links to other related published council reports and strategies have been included where appropriate.

2.6 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 representatives' time needed for its production
- The Adult Social Care Outcomes Framework (ASCOF) comparator data for 2018/19 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

### 3.0 Performance Headlines for 2018/19

#### Key Strengths

- 3.1 For service users' overall satisfaction with their care and support, Barnsley's performance at 74.7% is a significant improvement on the 2017/18 performance (66.4%) and is way ahead of the national and statistical neighbour averages of 64%.
- 3.2 Performance at 97.1% is the best nationally and well above the national average of 86.9% for the proportion of service users who say those services have made them feel safe and secure.
- 3.3 As a system, Barnsley is the second best performing nationally and best regionally for delayed transfers of care from hospital (per 1,000 population). Where delays are attributable to adult social care, Barnsley is the thirteenth best performing council nationally and the second best amongst statistical neighbours.
- 3.4 Barnsley is the second highest performing area nationally and the highest performing area among both regional and statistical neighbours by 10% for the proportion of service users who reported they had as much social contact as they would like.
- 3.5 Barnsley's performance for the percentage of service users who receive Direct Payments (20%) and carers who receive Direct Payments (12%) remains well above the national average.
- 3.6 The proportion of people accessing short term support who did not require any further ongoing support is 12% above the national average.
- 3.7 The proportion of people who use services who feel they have control over their daily lives is 7% above the national average.
- 3.8 The proportion of adults with a learning disability who live in their own home or with their family is 9% above the national average.
- 3.9 The proportion of adults in contact with secondary mental health services living independently with or without support is 18% above the national average and our statistical neighbours.
- 3.10 From 2017/18 our performance has improved in 16 out of the 22 performance measures with the rest remaining the same other than one area (Direct Payments) in which a reduction was a predicted outcome of some planned service improvements. Barnsley is above the performance averages of both England and our statistical neighbours in 19 of the 22 performance measures.

#### Areas for Improvement

- 3.11 Whereas our performance at 814.2 per 100,000 population was a marked improvement on the previous year (932.7 per 100,000 population), it still remains considerably higher than comparators for permanent admissions of over 65 year-olds to residential and nursing care. We are seeking to address this by providing further support options in the community through the development of onsite care within two of the borough's Extra Care housing schemes.
- 3.12 Barnsley's performance remains below the national average and statistical comparators for the proportion of adults with a learning disability who are 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. Our performance has shown a steady improvement over the past few years (2.2% in 2016/17, 2.4% in 2017/18, and 3.6% in 2017/18) and as at November 2019 had increased to 5.6 %, putting us within touching distance of the national average of 5.9%
- 3.13 Our performance remains below the national average and most statistical neighbours for the proportion of older people who received reablement/rehabilitation services after discharge from hospital. Barnsley currently only counts the number of older people who receive the council's in-house Reablement Service and not those older people who receive rehabilitation through Intermediate Care (health service). Work is taking place with our health colleagues to capture this information so that our future performance reporting is more comparable with other local authorities.

## Key Developments in 2018/19

### 3.14 Key developments during 2018/19 include:-

- Further improvements to our carers offer, including awarding a contract for delivery of the new Barnsley Carers' Service
- We established a new Quality Assurance and Service Improvement Team to implement a service wide quality assurance framework and improve our service and processes
- Further promoting 'Live Well Barnsley' website, providing a trusted source of information about community and adult social care services in Barnsley
- Further embedding of 'Making Safeguarding Personal' principles across all partner agencies
- The development of our Reablement service model to increase access for more people to benefit from the service
- The review of Extra Care services to create a more viable alternative to residential care
- Focussed work to improve our performance in supporting adults with learning disability and mental health conditions into paid employment
- We completed much needed improvements to the functioning of our adult social care case management system
- Continued focus on the management of adult social care demand and budget

## **4.0 Priorities for 2019/20**

4.1 The Local Account highlights a need to further improve community based support options to reduce reliance on residential care, support more adults with a learning disability and adults known to secondary mental health services to secure employment and increase the proportion of older people who received reablement/rehabilitation services after discharge from hospital. All these areas are being prioritised by the service.

### 4.2 Priorities and plans for 2019/20 include:

- Continue to manage our overall resources whilst achieving the best possible outcomes
- Develop a greater understanding of the challenges within the external care market with regards to quality and sustainability and start to create a programme of work (Excellence in Care Programme) to improve Barnsley's position
- Service improvements in the key areas identified for improvement, namely permanent admissions to care; adults with a learning disability in paid employment; and reablement/rehabilitation services
- Making further improvements to the functioning of our adult social care case management system
- Implementation of our Quality Assurance Framework
- Refreshing our commissioning plans for all our service user groups to reflect the needs of the local population
- Strengthening of our contracting function to allow the roll out of further systematic contract and quality monitoring
- Working to procure a contract for the provision of onsite care within two of the borough's Extra Care schemes
- Working to procure a new contract for residential and nursing care homes

- Further strengthening the Employment and Volunteering Service for people with a learning disability
- Continuing to work in partnership with Barnsley Clinical Commissioning Group (CCG) to support the delivery of the Barnsley Plan and further contribute to avoiding unnecessary hospital admissions and support timely discharge arrangements
- Supporting social care staff to get maximum benefit from our agile working capabilities

4.3 The Local Account has been published on the council's website, in line with other Yorkshire and Humber authorities. The service has also produced a flyer/poster to advertise the Local Account and how to access it, which has been 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. The digital team has been asked to monitor the number of hits the document receives; this information will be used to inform the future marketing strategy for the report.

4.4 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.

## **5.0 Current Position in relation to Adult Social Care and Coronavirus**

5.1 Adult social care and our providers in Barnsley are supporting up to approximately 7,000 vulnerable people in their homes and in care settings every day. We are following and reviewing government guidance to make sure that the latest advice is being responded to and those most at risk and in need of care and support services will continue to be prioritised.

5.2 We continue to see high levels of adult social care staff (85%) working and this has been hugely supportive not only in terms of being able to continue to deliver our statutory functions but also to ensure that we can meet our responsibilities under the Discharge to Assess requirements, supporting people to return back home from hospital as soon as possible.

5.3 We continue to work very closely with all of our providers and partners in tackling the challenges together ensuring that we use all of our assets to ensure that people are as safe as they can be during these difficult times.

5.4 The latest information in relation to Adult Social Care Services and Coronavirus is available on the Council's website:  
<https://www.barnsley.gov.uk/services/health-and-wellbeing/covid-19-coronavirus-advice-and-guidance/adult-social-care-covid-19-coronavirus-update/>

5.5 An update on the impact of Coronavirus on all services, including Adult Social Care will be discussed by the Council's Cabinet on Wednesday 29th April; the papers for which will be available on this link on Tuesday 21st April:  
<https://barnsley.mbc.moderngov.co.uk/ieListDocuments.aspx?CId=135&MId=5786&Ver=4>

## **6.0 Key Representatives**

6.1 The following are the key local representatives in relation to this area of work:-

- Wendy Lowder, Executive Director Communities
- Julie Chapman, Service Director, Adult Social Care & Wellbeing
- Julie Moore, Service Manager, Adults & Communities
- Cllr Platts, Cabinet Spokesperson, Adults & Communities

## **6.0 Possible Areas for Consideration**

6.1 Members may wish to consider the following:-

- How would you describe the quality of adult social care in Barnsley?
- What has been instrumental in the successful improvement journey over last 12 months?

- How is information effectively and safely shared between organisations?
- How do you know whether you are delivering the right services at the right time?
- How do you allocate your budget and what is the biggest strain on resources for adult social care?
- What does your quality assurance framework look like?
- What is the key to rapid improvement in residential homes and homecare services?
- What are the barriers between health & social care and how can these be overcome?
- Can you give an example of how key developments have improved outcomes and which has had the greatest impact?
- Do you consider the Local Account to be fit for purpose and value for money?
- How many complaints that have progressed to the Ombudsman have been upheld and what corrective measures have been put in place as a result?
- Can you give an example of when service users have been listened to and how this intelligence has shaped service delivery?
- What can members do to support the Local Account and the work of adult social care?

## 7.0 Background Papers

Item 4b – Adult Social Care Local Account 2018/19

<https://www.barnsley.gov.uk/media/13856/barnsley-local-account-2019.pdf>

Local Government Association - Towards Excellence In Adult Social Care:-

<https://www.local.gov.uk/sites/default/files/documents/statement-purpose-pdf-12--a2d.pdf>

The Adult Social Care Outcomes Framework 2018/19 Handbook of Definitions (Department of Health & Social Care July 2018):

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

Live Well Barnsley Website:-

<https://www.livewellbarnsley.co.uk/>

Local Government Association – Making Safeguarding Personal:-

<https://www.local.gov.uk/our-support/our-improvement-offer/care-and-health-improvement/making-safeguarding-personal>

BMBC Website – Extra Care Housing:-

<https://www.barnsley.gov.uk/services/housing/housing-schemes-for-older-people/>

Barnsley CCG – The Barnsley Plan 2016:-

[https://www.barnsleyccg.nhs.uk/CCG%20Downloads/strategies%20policies%20and%20plans/Barnsley\\_Plan\\_2016.pdf](https://www.barnsleyccg.nhs.uk/CCG%20Downloads/strategies%20policies%20and%20plans/Barnsley_Plan_2016.pdf)

## 8.0 Glossary

ASCOF	Adult Social Care Outcomes Framework
CCG	Clinical Commissioning Group
OSC	Overview & Scrutiny Committee
TEASC	Towards Excellence in Adult Social Care

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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 2018-2019

Keeping adults safe

The right services for you at the right time

Helping family and friends care for others

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# Foreword

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

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 and how this compares with national and statistical neighbour (similar authorities) averages.

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](http://www.barnsley.gov.uk/about-us/how-we-are-performing/adults-and-communities-performance-and-plans)



**Wendy Lowder,**  
*Executive Director, Communities,  
Barnsley Metropolitan Borough Council*



**Councillor Jenny Platts,**  
*Cabinet Spokesperson  
for Communities*

# How did we perform in 2018/19?

**Key** - The tables below show our performance for 2018/19, alongside the England average and our Statistical Neighbour (SN) average.

**GREEN** shading highlights where our performance is 5% (or more) better than the England average.

**RED** shading highlights where our performance is 5% (or more) worse than the England average.

## Information and advice for all

The proportion of people who use services who find it easy to find information about support	<b>Barnsley</b>	<b>73%</b>
	<b>England</b>	<b>70%</b>
	<b>SN</b>	<b>70%</b>

## 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>Barnsley</b>	<b>56%</b>
	<b>England</b>	<b>46%</b>
	<b>SN</b>	<b>46%</b>

The proportion of people who use services who have control over their daily life	<b>Barnsley</b>	<b>85%</b>
	<b>England</b>	<b>78%</b>
	<b>SN</b>	<b>78%</b>

The proportion of adults with a learning disability who live in their own home or with family	<b>Barnsley</b>	<b>86%</b>
	<b>England</b>	<b>77%</b>
	<b>SN</b>	<b>85%</b>

The proportion of adults in contact with secondary mental health services living independently, with or without support	<b>Barnsley</b>	<b>76%</b>
	<b>England</b>	<b>58%</b>
	<b>SN</b>	<b>55%</b>

The proportion of adults with a learning disability in paid employment	<b>Barnsley</b>	<b>4%</b>
	<b>England</b>	<b>6%</b>
	<b>SN</b>	<b>6%</b>

The proportion of adults in contact with secondary mental health services in paid employment

<b>Barnsley</b>	<b>8%</b>
<b>England</b>	<b>8%</b>
<b>SN</b>	<b>7%</b>

## The right services for you at the right time

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

<b>Barnsley</b>	<b>75%</b>
<b>England</b>	<b>64%</b>
<b>SN</b>	<b>64%</b>

The proportion of people who use services who receive self-directed support

<b>Barnsley</b>	<b>96%</b>
<b>England</b>	<b>89%</b>
<b>SN</b>	<b>92%</b>

The proportion of people who use services who receive direct payments

<b>Barnsley</b>	<b>49%</b>
<b>England</b>	<b>28%</b>
<b>SN</b>	<b>29%</b>

The proportion of carers who receive direct payments

<b>Barnsley</b>	<b>92%</b>
<b>England</b>	<b>73%</b>
<b>SN</b>	<b>90%</b>

Social care-related quality of life score

<b>Barnsley</b>	<b>20%</b>
<b>England</b>	<b>19%</b>
<b>SN</b>	<b>19%</b>

Long-term support needs of younger adults (aged 18-64) met by admission to residential and nursing care homes, per 100,000 population \*

<b>Barnsley</b>	<b>14</b>
<b>England</b>	<b>14</b>
<b>SN</b>	<b>13</b>

Long-term support needs of older adults (aged 65 and over) met by admission to residential and nursing care homes, per 100,000 population \*

<b>Barnsley</b>	<b>814</b>
<b>England</b>	<b>580</b>
<b>SN</b>	<b>611</b>

The proportion of older people (aged 65 and over) who were still at home 91 days after discharge from hospital into reablement/ rehabilitation services

<b>Barnsley</b>	<b>91%</b>
<b>England</b>	<b>82%</b>
<b>SN</b>	<b>83%</b>

The proportion of older people (aged 65 and over) who received reablement/ rehabilitation services after discharge from hospital

<b>Barnsley</b>	<b>1%</b>
<b>England</b>	<b>3%</b>
<b>SN</b>	<b>3%</b>

The outcome of short-term services: sequel to services (eg. what proportion of people accessing short term support required no further support)

<b>Barnsley</b>	<b>92%</b>
<b>England</b>	<b>80%</b>
<b>SN</b>	<b>75%</b>

## Keeping adults safe

The proportion of people who use services who feel safe

<b>Barnsley</b>	<b>75%</b>
<b>England</b>	<b>70%</b>
<b>SN</b>	<b>71%</b>

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

<b>Barnsley</b>	<b>97%</b>
<b>England</b>	<b>87%</b>
<b>SN</b>	<b>87%</b>

## Services and people working together

Delayed transfers of care from hospital that are attributable to adult social care, per 100,000 population\*

<b>Barnsley</b>	<b>0.3</b>
<b>England</b>	<b>3.1</b>
<b>SN</b>	<b>2.7</b>

Delayed transfers of care from hospital, per 100,000 population\*

<b>Barnsley</b>	<b>1</b>
<b>England</b>	<b>10</b>
<b>SN</b>	<b>8</b>

\* A low figure is better performance

# How did we perform in 2018/19?

This performance information is part of the Adult Social Care Outcomes Framework (ASCOF) which is a national set of performance indicators that all local authorities must report on.

This evidences our excellent performance in 2018/19. From 2017/18 our performance has improved in 16 out of the 22 performance measures with the remainder remaining the same other than one area (Direct Payments) in which a reduction was a predicted outcome of some planned service improvements. Barnsley is above the performance averages of both England and our statistical neighbours in 19 of the 22 performance measures. Particularly pleasing is our performance relating to:

- *Overall satisfaction of people who use services with their care and support. Barnsley Council's performance at 74.7% is a significant improvement on the 2017/18 performance (66.4%) and now puts us way ahead of the national and statistical neighbour averages of 64%*
- *Delayed transfers of care from hospital. As a system Barnsley is the second best performing nationally and best regionally for this indicator.*

- *The proportion of people who use services who reported that they had as much social contact as they would like. Barnsley's performance is the second highest in the country.*
- *Proportion of service users and carers who receive Direct Payments. Barnsley's performance remains well above the national and statistical neighbour averages*

**More information on our performance is available via an online dashboard, which is available via [this link](#)**

# How did we perform in 2018/19?

## Peer Challenge

In September 2018 Barnsley Metropolitan Borough Council asked for a regional Adult Social Care peer challenge as part of sector led improvement within the Yorkshire and Humber Region. This is not an inspection but we invite the peer challenge team in as 'critical friends'. Our peer challenge was based on **making the best use of resources**. Within this we identified the following specific priorities:

- *Prevention*
- *Recovery*
- *Long-term support*
- *Business Processes*

Page 37 Peer Challenge is an opportunity for local authorities to come together to explore improvement priorities, share good practice, constructively challenge one another and explore collaboration. Peer challenge intends to help local government to help itself to respond to the changing agendas. It is a constructive and supportive process with the central aim of helping a council and its partners to assess its current achievements. The peer challenge team were on-site from 11th September 2018 until 13th September 2018. The programme included activities designed to enable them to meet and talk to a range of internal and external stakeholders. These activities included:

- *Interviews and discussions with councillors, senior officers, frontline staff, providers, partners, voluntary sector, people using services and carers.*
- *Reading documents provided by the council including a self-assessment of progress, strengths and areas for improvement against key areas of business*

The peer challenge team also visited our Hospital Social Work Team and Right Care Barnsley, Dillington Mews - Supported Living Scheme and 'The Exchange' – our mental health recovery college.

The peer challenge team produced a final report based on a triangulation of what they had read, seen and heard. The overall conclusion reached by the team was that adult social care in Barnsley is in a good place with many areas of strength, including:

- *Maintenance of a stable workforce with few recruitment and retention issues*
- *An impressive asset-based community development communities programme*
- *Balanced budget*
- *People are proud to work in Barnsley*
- *Evidence of using population need to design community-based support*
- *Carers support service*
- *Early help*
- *Leadership at every level*

The team also identified some areas for further consideration which included:

- *Reducing the number of residential care admissions*
- *Development of our extra care schemes to promote independence*
- *Focusing on early help and reablement including interventions in a community setting, utilising asset based approaches.*
- *Consideration of a community engagement model (drop in sessions) to signpost access to appropriate support options and assist in early help prevention strategies*
- *Positioning to drive the quality agenda*

All of these areas have been included in our Adult Social Care Service Delivery plan for 2019/20.

# 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 obtain 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/](http://www.barnsley.gov.uk/services/adult-health-and-social-care/).

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 Live Well Barnsley website: [www.livewellbarnsley.co.uk](http://www.livewellbarnsley.co.uk) which includes a wealth of information about activities that can help people look after themselves, stay independent and get involved in their communities.

# Information and advice for all

Our Adult Social Care customer access team provides 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 2018/19, the team answered over 44,000 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.

We can also 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 fully involved in discussions about their care, whilst also helping to keep them safe. In Barnsley, Rethink Advocacy Service provides support for people with mental health needs, physical or sensory impairment, and older people.

See our website for more details:

<https://www.barnsley.gov.uk/news/new-council-contract-for-advocacy-in-barnsley/>

## Our changing needs

People are living longer and the population is growing as a result. The council and NHS are having 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.

Here is the link to our current Borough Profile:

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

We work with the NHS and voluntary and community sector to look at the current health and social care 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.



### Live Well Barnsley case study from a Barnsley Community Support Officer

*'Live Well Barnsley'* aims to be the *'one-stop shop'* for all services, groups, activities and events for the people of Barnsley.

At a recent drop in session I was able to help a customer who was interested in craft groups in Goldthorpe. We were able to search together and found some groups of interest and with the help of the Digital Champion we also downloaded the 'app' to her phone for future use. She was also able to advise us of two other social groups that she attended that can be added to the Live Well Barnsley website.

The customer was very happy with the information she had found and felt confident to use the website herself as a reliable source of information.

# Information and advice for all

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

[www.barnsley.gov.uk/media/4161/barnsleys-health-wellbeing-strategy-pdf-final.pdf](http://www.barnsley.gov.uk/media/4161/barnsleys-health-wellbeing-strategy-pdf-final.pdf).

[www.barnsleyccg.nhs.uk/CCG%20Downloads/strategies%20policies%20and%20plans/Barnsley\\_Plan\\_2016.pdf](http://www.barnsleyccg.nhs.uk/CCG%20Downloads/strategies%20policies%20and%20plans/Barnsley_Plan_2016.pdf)

## The budget for adult social care

In 2018/19 the Council's net spend on adult social care (*after income and Government grant funding*) was £40.8 million which was £3.1 million less than in the previous year. The reduced net spend in 2018/19 reflects the increased level of external funding contributions and grant funding received from the Government as well as approved efficiencies achieved during the year. This is in spite of the increasing demands and rising cost of meeting the needs of those that require support.

Our budget for 2018/19 was increased to take account of additional costs, funded mainly through the social care council tax precept and additional Better Care Fund monies from the Government.

However, we need to save a further £0.4 million in 2019/20, due to the ongoing impact of the Government's austerity measures. The service will also need to effectively manage rising cost of care provision in order to remain within budget in 2019/20

The charts below show how we spent our money for adult social care and support in 2018/19.

### How much we spent in 2018-19 split by category of support

	NET (£'000)
Physical Support	10,601
Sensory Support	141
Support for Memory and Cognition	3,861
Learning Disability Support	15,173
Mental Health Support	2,310
Social Support: Support to Carer	440
Assistive Equipment and Technology	-102
Social Care Activities	5,762
Information and Early Intervention	366
Commissioning and Service Delivery	2,291
	<b>40,843</b>

### How Much we spent in 2018/19 split by type of services

	NET (£'000)
Assessment and Care	5,762
Residential and Nursing	7,815
Community-based Care	24,271
Information and Early Intervention	704
Commissioning and Service Delivery	2,291
	<b>40,843</b>

# Early help and support



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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.

Barnsley's population is ageing and the number of residents aged 65+ is projected to reach 60,800 by 2030, a change of 33% from 2016.

The 2011 Census showed that 13.0% of households in Barnsley contained residents aged 65+ years that were living alone and could be at risk of social isolation.

Approximately 1 in every 10 households in Barnsley during 2017 was experiencing fuel poverty due to low income and high energy costs. This is similar to the regional rate and slightly lower than the national rate. To help address loneliness and social isolation, our Area Councils and Ward Alliances, working with local councillors and community members, have made this a priority in many areas.

In the Dearne, the Area Council and Cities of Service fund a social inclusion project delivered by B-Friend. This project aims to reduce social isolation by working with volunteers in order to pair them with isolated residents.

The service also delivers three social groups per week in Bolton, Thurnscoe and Goldthorpe. These social groups are well attended and have proven to be beneficial in terms of inclusion for those that had no previous networks of support.

The South has a new contract with Age UK Barnsley which commenced this October to tackle social isolation.

# Early help and support

The contract employs two social inclusion workers to deliver two elements of the contract, 1 to 1 support to vulnerable, isolated older people and support to community groups to capacity build and to become more inclusive, promote positive messages and increase volunteer support.

The North East Area Council have commissioned Age UK Barnsley to work on a social isolation and dementia initiative, which is linking in with local Residential Care Homes and community groups to help with social isolation, information events to sign post elderly residents and their families to agencies which can help them, and raising awareness about dementia in the local communities including encouraging dementia friendly high streets.

The Ward Alliances in the North East Area Council also help to sponsor a dementia friendly café in Monk Bretton, a reading room project in Great Houghton, an elderly residents social group in Grimethorpe, Darby and Joan Clubs in Shafton and Royston, Chairobics and Tai Chi classes in the local communities, Walking Groups in Cudworth, Great Houghton and Grimethorpe, a Gardening Club in Royston, and Knit and Natter Clubs in Royston and Cudworth, Breakfast and Lunch Club in Lundwood, Bowling Clubs in Carlton and Royston, an Allotment Society in Cudworth, and a Canal Group in Royston.

The Penistone Social Inclusion project, funded by Penistone Area Council and delivered by Age UK Barnsley, can link local residents to groups and new friends in your community.

Due to the rural nature of the Penistone area it can be quite difficult to get out and about, particularly using public transport so the area council facilitates a Community Car Scheme, we can help residents to use community transport services provided by Barnsley Dial-a-Ride or we can introduce residents to the Community Car Scheme which operates in the Penistone area where a volunteer driver will provide transport in their own car – the cost to the resident being to cover the car fuel costs. The resident can travel to places such as the hairdresser, the shops, the doctor or hospital or simply be taken out to visit a friend. The drivers are all trained volunteers and have patience and understanding of individual needs.

In the North's Area Council and Ward Alliance there is DIAL's Warm Connections which is a service providing emotional and practical support to isolated and vulnerable residents of North Area Council. Anyone referred to Warm Connections will receive a home visit by a Social Inclusion Worker who will work with them to identify their needs or concerns and agree an action plan to connect them into their community. They may be introduced to a Volunteer Community Befriender

who will build a relationship with them and provide friendship and support for up to 8 weeks. Warm Connections is a service providing practical advice and support to energy vulnerable residents of North Area Council.

DIAL hour bank North is a community time-bank with the aim of bringing local people together to share skills and time.

Move It Or Lose It which is a gentle exercise class that takes place five times a week and encourages people to come together to undertake exercise but also to get people out of the house and to reduce social isolation.

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 many valuable opportunities.

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

<https://www.barnsley.gov.uk/services/community-and-volunteering/your-local-area-and-ward/>

# The right services for you at the right time



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## 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, if this is all that is required, 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 within 28 days or less from the original contact. In 2018/19 we achieved that for 79.1% of our assessments. We want to complete 82% or more within 28 days in 2019/20. We also review the support plans we put in place on an annual basis as a minimum. In 2018/19 77.4% of people who had a support plan in place for a year or more had a review. For 2019/20 we have set a target of 83% and are very confident that we will achieve this.

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

# The right services for you at the right time

## Quality Assurance in Adult Social Care



The Government has launched 'Quality Matters', an initiative to improve the quality of adult social care. The Quality Matters initiative is jointly led by partners from across the adult social care sector.

It sets out a shared commitment to achieve high quality adult social care for service users, families,

carers and everyone working in the sector. Barnsley Adult Social Care takes the quality of its support very seriously and is fully committed to maintaining and improving the quality of all the support and services for which it is responsible.

In October 2018 we established a new Quality Assurance and Service Improvement Team.

The objectives of the team are to:

- *Develop , implement and manage a service wide quality assurance framework*
- *Monitor and evaluate the quality of assessment and care management and safeguarding practice supporting service users , managers and multi-agency boards in their role as responsible leads for service delivery in Barnsley.*
- *Drive improvement planning including developing policies, procedures and action plans, reviewing business and system processes, social work development, and working alongside Social Care Practitioners to develop best practice*
- *Deliver a programme of improvement projects*
- *Ensure Care Act compliance and respond to any changes in legislation.*
- *Ensure maximisation of income recovery from partner organisations*

The Quality Assurance and Service Improvement team is positively impacting on the quality of adult social care delivery and works to a continuous cycle of improvement.

The team is committed to co-production and active involvement and consultation with people who use our services.



# The right services for you at the right time



## The Joint Commissioning Team

The Joint (Adult Social Care and Health) Commissioning Team is made up of Commissioners who are responsible for gathering information about the needs of the people of Barnsley and making sure services are available to meet those needs and Contracts Officers who monitor the quality of services being provided.

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 and support 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 care homes. There are 48 care homes in Barnsley who have a contract with the Council. Since January 2019 we have done a full quality check on 29 homes and carried out 85 responsive visits, these are visits we do when we receive information about a home that we think we need to check.

When we do a full check in a home we look at things like their policies and procedures, we talk to the people that live and work there and we spend time in the home seeing how things get done. Where we think things can be done differently or better we work with the home to make changes.

In some cases we do joint visits with people from the health service or social workers.

In 2019, the CQC have rated 60% of care homes in Barnsley either 'Good' or 'outstanding'. This is the lowest in Yorkshire and therefore needs addressing. To oversee and secure necessary improvements, we have developed a Multi-Agency Quality Board and are working closely with providers.

In the last year the team have been looking at a new contract for specialist residential homes and have been out to the market to identify a new provider in one of our learning disability residential respite services.

In the next year we will be refreshing our commissioning plans for all of our service user groups to make sure the things we are doing reflect the needs of the local population and what people are telling us they would like to see.

We will be going out to market for 3 big contracts including putting care into 2 of the boroughs extra care schemes, a new contract for our residential and nursing care homes, and a new contract for homecare providers.

We will also be looking at day services for older people and working with the Councils in house provider looking at the services they offer.

# Helping family & 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. Our carers strategy called Barnsley Cares, is available via this link: <https://barnsley.gov.uk/media/6292/carers-strategy-2017-2020.pdf>

It 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.*

## **Barnsley Carers Service**

Following consultation and a competitive procurement exercise, in August 2018 we awarded a contract to **'Making Space'** to deliver the new **Barnsley Carers Service**.

Barnsley Carers Service provides information, advice and support to improve the mental, physical, emotional and economic well-being of carers, so they can continue in their caring role, look after their own health and wellbeing and also have a life of their own in terms of opportunities for work, training, education, leisure and social interaction.

The service also has a preventative focus ensuring Carers are able to access appropriate information and support as early as possible to help them improve their health and wellbeing, and to prevent any problems they may be facing from getting worse or reaching a crisis point.

# Helping family & friends care for others

The Service has a central hub based at Priory Campus and also delivers information, advice and support through a number of community venues across the borough.

Between 1 August 2018 and 31 March 2019, 519 carers accessed the service for a range of support including information and advice, group work, drop in activities/peer support groups and 1:1 support.

A review of the Barnsley Carers Service will be undertaken in 2019/20 to ensure the service is providing the right support and meeting the needs of unpaid carers. The review will include an evaluation of the current provision offered and consultation will take place with carers and stakeholders to seek their views and experiences of the service.

See our website for more details of the support available for carers:

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

## Case Study

### Barnsley Carers Service

Mrs X cares for her husband who suffered a stroke. Mr X has since had surgery to relieve a blockage in his carotid artery but it has left him with some left sided weakness, hearing problems and slightly poor mobility.

Mr X has surrendered his driving licence which has meant the couple feel quite isolated. Mr and Mrs X had quite an active social life before Mr X became ill so the isolation has meant that they are both feeling quite down in their mood. Barnsley Carers Service visited Mr and Mrs X to discuss their situation and offer advice and support.

Mrs X informed the Carers Service that Mr X was struggling to hear the house phone and doorbell. They were also struggling to get up the front step due to Mr X's poor mobility. To help with these issues the Carers Service made a referral to the Barnsley Equipment and Adaptations Team and the Sensory Team so that they could visit the couple and provide assistance. During the visit the Carers Service contacted Dodworth

library to ask about information regarding local activities that Mr and Mrs X could attend. Mrs X was also given information for the Live Well Barnsley website which details activities and groups in the Barnsley area and given some information about the Carers Service therapy sessions and coffee and chat mornings.

Mrs X said that due to Mr X's mobility and surrendering his drivers licence they had been using taxis if they needed to go out although the taxi fares were proving quite expensive. The Carers Service gave them a registration form for Dial a Ride to help with transportation issues and also advised that she phoned DIAL Barnsley to find out if there were any benefits that Mrs X was entitled to such as attendance allowance to help with their finances.

The couple were also given an application form to apply for a carers support payment as Mrs X had expressed they would like a short break to alleviate stress. At the end of the home visit Mrs X said she was very grateful for all the information provided and said she hoped it would help her care for Mr X more effectively.

The Carers Service revisited Mr and Mrs X a couple of weeks later. Mrs X had been very proactive in her approach

to addressing some of the isolation issues and caring difficulties. Mrs X said that someone from the Equipment and Adaptations team was visiting their property the next day to fit a handrail. She also said that they were now on a waiting list for the Sensory Team to visit them and Mrs X had contacted DIAL Barnsley who had sent her some benefit forms to complete. Since the last visit from the Carers Service Mr and Mrs X had attended a few local groups including AGE UK and Butterflies, they had also registered with Dial a Ride in hope that this would further support them to attend local groups and activities. Mrs X had also completed her application for a Carers Support Payment which was subsequently approved and provided them with £250 to use to take a short break.

Mrs and Mrs X have come a long way since initially contacting the Barnsley Carers Service. They felt low and isolated not knowing where to turn. Mrs X now informs that they feel much more positive about the future as they are getting out more and learning to adapt to their new way of life with positivity and confidence. Mrs X has also attended a couple of massage therapy sessions at the Barnsley Carers Service which have helped her to relax.

# 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](http://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/media/9131/bsab-report-17-18.pdf>

[www.barnsley.gov.uk/media/12229/safeguarding-adults-annual-report-2018-19.pdf](http://www.barnsley.gov.uk/media/12229/safeguarding-adults-annual-report-2018-19.pdf)

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 have improved our business processes to help us demonstrate more clearly that we are achieving this.



# Keeping adults safe

In 2018/19, we received 1724 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 1724 adult safeguarding concerns we received, 437 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 286 Section 42 enquiries during the year and we either removed or reduced the risk in 93.5% 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/](http://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). We need to consider very carefully any decisions to restrict someone’s liberty. An example would be preventing a resident with dementia from wandering outside 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 2018/19 was in line with other areas similar to Barnsley.

The council’s Safer Neighbourhoods Service works alongside the Police and partners in communities to tackle local issues. This helps us to provide better support to vulnerable people and families

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: [www.barnsley.gov.uk/services/community-safety-and-crime/safer-neighbourhood-teams/](http://www.barnsley.gov.uk/services/community-safety-and-crime/safer-neighbourhood-teams/)

Our assistive living technology can help people to feel safer and supported in their own home. We have a wide range of easy to use equipment and technology that we can install and demonstrate to our customers. Tailored to meet specific need, we provide solutions to give customers and their families peace of mind around the clock. Our teams meet with potential customers and their families to understand individual needs. In 2018/19 we installed 1068 assisted living packages and attended 3961 response visits.

More information is available via this link. <https://www.barnsley.gov.uk/services/adult-health-and-social-care/help-to-live-at-home/telecare-alarms/>

# 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 2018/19, we received 502 compliments for the whole council. 43 of those related to adult social care services. We received a total of 333 complaints last year, 29 of which related to adult social care services. The majority of these 29 complaints were made by customers receiving the service and were regarding procedural/practice issues. We usually support over 3,000 people at any given time, therefore 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/](http://www.barnsley.gov.uk/have-your-say/complaints-compliments-and-suggestions/)

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.

We contact some of the people we support to ask them to complete annual surveys about their

**One of our customers who was happy with their support told us:**

*'Thank you, to the social worker for making me safe, thank you for making me happy, and thank you for placing me with other people'.*

**Another customer explained that:**

*'they were pleased with the support offered to them and that they found the staff member very helpful and a pleasure to work with. The customer explained that they had never been involved with social care before and this experience was very positive'*

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.

## Adult Social Care Users Survey 2018/19

The Personal Social Services Adult Social Care Survey (ASCS) is an annual survey for England that took place for the ninth time in 2018/19.

This forms part of the Adult Social Care Outcomes Framework (ASCOF) which is a national set of performance indicators that all local authorities must report on (see page 4).

The survey asks people who are over 18 and use adult social care about their experiences. The questionnaire looks at how these services are helping people to live safely and independently in their own homes. .

In Barnsley 372 out of a sample of 1,072 Service Users responded to the survey, which is a response rate of 34.7% (compared to 29.5% in 2017/18).

All the ASCOF indicators, including those derived from the results of this survey, are compared with our statistical neighbours average and the England average. (see page 4)

# Listening to, and acting on your views

Barnsley's performance is above that of both England and our statistical neighbours averages in 19 out of the 22 performance measures. Particularly pleasing is our performance relating to:

- **Overall satisfaction of people who use services with their care and support.** Barnsley performance at 74.7% is considerably higher than the national and statistical neighbour averages of 64%
- **The proportion of people who use services who reported that they had as much social contact as they would like.** Barnsley is the second highest performing area nationally and the highest among both regional and statistical neighbours.
- **The proportion of people who use services who say those services have made them feel safe and secure.** Our performance at 97.1% is the best nationally and well above the national average of 86.9%.
- **The proportion of people who use services who have control over their daily lives** is 7% above the national average.
- **Delayed transfers of care from hospital.** As a system Barnsley is the second best performing nationally and best regionally for this indicator.
- Barnsley's performance remains well above the national average for the **proportion of service users and carers who receive Direct Payments.**

There are 3 areas where our performance is below our comparators which we are working hard to address:

1. **The proportion of Adults with a learning disability in paid employment** – we are continuing to strengthen the *Employment and Volunteering Service for people with a learning disability. Our performance has shown a steady improvement over the past few years (2.2% in 2016/17, 2.4% in 2017/18, 3.6% in 2017/18) and as at November 2019 had increased to 5.6 %.*
2. **Long term support needs of older adults aged 65 and over met by admission to residential or nursing care homes** – although our performance at 814.2 per 100,000 population is a marked improvement on the previous year (932.7 per 100,000 population) it still remains considerably higher than comparators. We are seeking to address this by providing further support options in the community through the development of onsite care within 2 of the borough's Extra Care housing schemes.
3. **The proportion of older people aged 65 and over who received reablement/rehabilitation services after discharge from hospital** – Barnsley currently only counts the number of older people who go through the council's own Reablement Service and not those people who receive rehabilitation through Intermediate Care. Work is taking place to capture this information so that our future performance statistics are more comparable with other local authorities.

## Carers Survey 2018/19

Every two years local authorities are required to carry out a survey about the outcomes and quality of support for carers in their borough.

This is also part of the Adult Social Care Outcomes Framework (ASCOF) Barnsley Council completed an ASCOF Carers Survey in 2018/19.

The outcome was relatively positive with Barnsley being generally comparable with its statistical neighbours and with national statistics. Some areas for improvement were identified which included:

- *Increasing carers social contact time*
- *Increasing the satisfaction of carers with adult social care*
- *Increasing the proportion of carers who are included or consulted in discussions about the cared for person (with consent)*
- *Increasing carers access to information and support*

However it needs to be noted that the survey was carried out prior to the commencement of our new Barnsley Carers Service which was commissioned in order to deliver improved support to carers. Please see carer's story on page 16.

# 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: [www.barnsley.gov.uk/media/4161/barnsleys-health-wellbeing-strategy-pdf-final.pdf](http://www.barnsley.gov.uk/media/4161/barnsleys-health-wellbeing-strategy-pdf-final.pdf)

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.

Reablement supports people to regain skills and confidence in everyday tasks both at home and in the community. Reablement offers short term supports geared to individual needs for up to six weeks, allowing people to get back to doing things for themselves in a way that is realistic and safe.

We carry out initial assessments to establish current skills and abilities and agree individual goals. The assessment will take into consideration what people are looking to achieve against what they were able to do prior to a hospital admission or change in circumstances. We then develop individual plans that are updated regularly. We will also make recommendations and referrals to other services, with an individual's permission, that may also benefit them.

In 2018/19 629 people completed the Reablement pathway, of those 54.1% did not have any ongoing care needs.

# Glossary

## **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 2018/19 Handbook of Definitions', which is available at the following link: <https://www.gov.uk/government/publications/adult-social-care-outcomes-framework-handbook-of-definitions>

## **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.

## **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 looks at the number of older people who have been discharged from hospital and received reablement and/or rehabilitation services.

## **Reablement**

Short-term, intensive therapy and care 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.

## **Residential or Nursing care**

Care provided in a registered care home.

# Glossary

## **Safeguarding**

Safeguarding is the term used to explain how partners work together to protect vulnerable adults from self-neglect, 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 local authorities come together to agree 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 characteristics to Barnsley eg: demographic make up and level of deprivation.

## **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.



<b>Meeting:</b>	Safeguarding Private Member Briefing
<b>Date of meeting:</b>	28 <sup>th</sup> April 2020
<b>Report Title:</b>	Children's Social Care Monthly Report – Q4 2019/20
<b>Author:</b>	Matt Biggs, Business Improvement Advisor

<b>1.</b>	<p><b>Background</b></p> <p>Members of the Committee will be aware that the People Directorate has a monthly children’s social care report, which contains an overview of the major performance indicators for children’s safeguarding and social care.</p> <p>The Q4 2019/20 edition of the children’s social care report (Item 7b) is attached. It includes a summary section with an overview of performance, using RAG (Red, Amber, Green) ratings and direction of travel for most indicators. Barnsley's historical performance and comparisons with other local authorities are also included.</p> <p>More detailed information against most indicators can be found in the main body of the report, where members will find graphs, tables and a management performance analysis at the top of each page, which highlights areas of performance considered good and areas where improvement is required.</p>
<b>2.</b>	<p><b>Summary</b></p> <p>Below is a summary of key performance issues highlighted in the report.</p> <p><u>Early Help Assessments</u> Trends in previous years show seasonal variations in the numbers of Early Help Assessments (EHAs) completed, 1,419 EHAs had been completed at the end of the year which is 98 less than the 2018/19 result (1,517). The number of interventions closed across the financial year (1,021) was considerably less than the previous year of 1,917.</p> <p><u>Contacts</u> Contacts during 2019/20 (3,511) show a reduction from last year (3,624). The percentage of contacts proceeding to referral rose slightly from 74.4% last year to 78.3% this year.</p> <p><u>Referrals</u> Referral numbers rose slightly this year to 2,743 compared to last year 2,676. Expressed as a rate per 10,000 under 18 year olds, the year to date figure at the end of the year was 540.1; remaining below the 2018/19 statistical neighbour (627.0) and national (544.5) averages. We continue to see a high proportion of referrals going on to assessment, with 98.9% this year which is an improvement from 97.2% last year.</p> <p>Re-referrals peaked at 23.8% in Q1, but have since fallen significantly quarter-on-quarter, with just 12.3% in Q4. Our year end average of 17% is currently below our target (18%) and the 2018/19 Statistical Neighbour average (19%), as well as the national (23%) and regional (25%) averages.</p> <p><u>Assessments</u> The number of assessments undertaken has increased slightly from 2,742 last year to 2,780 this year. The rate of assessments for the year to date of 547.4 per 10,000 0-18 population has increased from 530.9 last year and is below the 2018/19 statistical neighbour (734) but above the national (539.3) average.</p> <p>The average percentage of assessments completed within 45 working days of referral remained high through 2019/20 at 99.1%, well above the 2018/19 national (83.1%) and statistical neighbour (77.2%) averages.</p>



Performance for the percentage of assessments undertaken in under 20 working days has dropped from 35.1% last year to 34.2% this year. 2019/20 performance is just below target (35%), yet this is still above the 2018/19 statistical neighbour (26.4%) and national (32%) averages.

The proportion of assessments ending in no further action has dropped from 36.6% last year to 20.6% in 2019/20.

#### Section 47 Investigations

The number of S47 investigations undertaken reduced in Q4 following successive increases for four consecutive quarters but there are more this year compared to last, up from 942 to 1,139 in 2019/20. When expressed as a rate per 10,000, the year to date figure (224.3) is well above our outturn for 2018/19 (185.5). This is also above the 2018/19 national benchmark (168.3), but well below our statistical neighbour average (232), although the gap has closed.

Although percentage of S47s converting to child protection conferences has been largely consistent year on year (36%) and remains below the 2018/19 statistical neighbour (39%) and national (38.5%) averages. However, quarterly performance this year shows more variation, with performance in the second half of the year being comparatively higher than the first half. The figure for Q4 is above the average for the last 12 months (36%).

The proportion of Section 47 investigations ending in no further action increased last year, peaking at 33.8% in Q3. Figures for Q4 continue to show improvement, with just 10.3% of S47s ending in no further action. For the year to date, the figure was 12.9%, a drop against the 2018/19 outturn of 28.4%.

#### Child Protection (CP)

The number of children with a CP plan at the end of the year (285) is still 39 more than the 2018/19 figure (246). That figure equates to a rate of 56.1 per 10,000 under 18 year olds, above the Barnsley outturn for 2018/19 (48.5) and the national average (43.7), but below our statistical neighbour (59) average.

Performance remains strong for timeliness of initial child protection conferences (ICPC). The proportion of conferences within timescale for the year is 89.4%, well above target (60%) as well as the 2018/19 statistical neighbour (79%) and national (79%).

The proportion of children becoming subject of a child protection (CP) plan for a second or subsequent time ever reduced to 12 in Q4, having been much higher at 40 in Q3. Throughout the last year, 67 children have been subject to a CP Plan for a second or subsequent time ever, equating to 16.8%. While this is double the proportion from last year (8.8%), performance remains below the 2018/19 statistical neighbour (21%), and national (20.8%) averages.

7 CP plans were open for 2 years or more at the end of the year [REDACTED]  
This equates to 2.5% of all plans, remaining below the 3.3% target, but now above the 2018/19 statistical neighbour (2.2%) and national (2.1%) averages.

[REDACTED]

Performance for the timeliness of child protection reviews has remained at or close to 100% since May 2016, with a 99.3% year to date average. This is above 2018/19 statistical neighbour (91.3%) and national (91.8%) averages. The timeliness of child protection visits has remained close to 100% since December 2016, with 98.9% in Q4 and 99.3% for the year to date.



### Care Proceedings

The number of new proceedings cases has increased slightly from 64 in 2018/19 to 66 this year. However, the average duration of open proceedings cases has dropped in the same period, from 25.9 weeks to 22.2 weeks. The average age of concluding cases has risen to 36.2 weeks at year end compared with 28.2 weeks in 2018/19.

### Looked After Children

The number of looked after children remained stable at 303 at the end of 2019/20 from 301 last year. Barnsley's current rate of LAC (59.7 per 10,000) is well below statistical neighbours average rates (102.5 per 10,000) and below the national average (65.0 per 10,000). The number of children coming into care during the year was 129, just below the number leaving at 130.

The proportion of looked after children with three or more placements (in the previous 12 months) dropped from 11% last year to 7% this year. This is below the 10% target, and continues to compare well against 2018/19 statistical neighbour (9.5%) and national (10%) averages.

The proportion of children looked after continuously for 2.5 years, and in their current placement for more than 2 years, declined to 59.4% for the year, below the 71% target, as well as 2018/19 statistical neighbour (68.5%) and national (69%) averages.

2019/20 also saw a significant reduction in the number of looked after children going missing. There were 131 incidents of children going missing this year; a drop from 274 in 2018/9.

The proportion of looked after child cases reviewed within timescales was above target (95%) at 99% for the year. The proportion of LAC visits in time (98.9%) was in line with last year (98.8%) but below target (100%).

The proportion of health assessments for looked after children completed on time was 99% for 2019/20, improving slightly from 95.7% the year before. The proportion of children looked after for 12 months or more who have had a dental assessment declined slightly, falling to 99% from 99.5% in 2018/19. Performance locally remains well above the 2018/19 national and statistical neighbour averages for both of these indicators.

The proportion of looked after children (aged 4 to 16 years inclusive) recorded as having a completed Strengths & Difficulties Questionnaire was 73.9% for the year, remaining below the 75% target.

The proportion of looked after children with a Personal Education Plan (PEP) remained high at 99.5% though just below the 100% target. The proportion with a termly PEP also dropped just below the target of 98%, recording 95.7% at year end.

### Quality of Schools Attended by Looked after Children

The proportion of looked after children attending schools rated good or outstanding by Ofsted improved this year, rising to 78.9% from 75.3% in 2018/19.

### School Attendance and Absence of Looked after Children

School attendance for looked after children in primary declined slightly in 2019/20, from 96.8% last year to 96.7%. Attendance for secondary school age looked after children showed a similar marginal reduction year on year from 94.3% to 95%.

The proportion of looked after children with one or more fixed term exclusion (FTE) reduced from 2018/19. For primary aged children, the figure improved from 3.2 to 2.1%. For secondary school aged looked after children, the figure dropped from 24.2% to 12.9%.



#### Adoption

34 children were adopted in 2019/20; this shows a reduction compared with 2018/19, when 50 children were adopted. With the exception of 2013/14, Barnsley's performance has remained well above statistical neighbours, regional and national benchmarks. Our 2018/19 performance ranked first nationally.

In relation to the timeliness of our adoption processes, against the target of 120 days between a placement order and a child being matched, timescales increased to 289.6 days, from 212.4 last year.

#### Care leavers

Reporting for care leavers can fluctuate significantly due to the small numbers of young people in the cohort.

Performance for the year show that 65.6% of the cohort aged 19-21 were engaged in EET. This shows an improvement from 62.5% in 2018/9. Comparatively, the data is well above the 2018/19 statistical neighbour (49.6%) and national (52%) averages.

The timeliness of care leaver visits improved in 2019/20, rising to 91.6%. This is an improvement from 78.4% last year.

#### Children in Need

There were 1,866 open Child in Need (CIN) cases at the end of 2019/20, an increase from 1448 the previous year. When comparing against 2018/19 benchmarks, Barnsley's rate of 367.4 remains significantly lower than Stat Neighbours (464) but above the National average (334.2).

#### Caseloads

Data for the end of 2019/20 shows largely stable average caseload numbers for most teams. Average caseloads for the Children in Care / Future Directions team have however increased since last year, rising to 18.9 in 2019/20 from 16.3 in 2018/19.

Caseloads are monitored fortnightly by managers and arrangements are in place to help mitigate particularly high caseloads.

#### **Recommendations**

The committee is asked to review the attached report and consider any areas for investigation or improvement which can be agreed for formal detailed discussion at a future meeting of the Overview and Scrutiny Committee.

Please note that an update on the impact of Coronavirus on all services, including Children's Social Care will be discussed by the Council's Cabinet on Wednesday 29th April; the papers for which will be available on this link on Tuesday 21st April:

<https://barnsleymbc.moderngov.co.uk/ieListDocuments.aspx?Cid=135&Mid=5786&Ver=4>

#### **4. Attachments/background papers**

- Item 7b - Children's Social Care Monthly Report – March 2020 – Year End (attached)

#### **5. Possible Areas for Consideration**

- What areas of performance are you particularly pleased with this year?



- How do you ensure that the pressure on children's social care is evenly spread across the teams?
- Of all the 'missing' incidents, how many of the children could potentially be engaging in 'risky behaviour'?
- What choice and information do children and young people have about their placement, for example, do they get to meet potential foster carers or visit children's homes before they go live there?
- If children have to move placement, what arrangements are made to keep them at the same school, for example transport?
- What do you know about the children who experience a change in placement?
- How often are PEPs/TPEPs audited for quality?
- How do you celebrate the individual achievements of looked after children?
- Are you satisfied that children are supported to maintain relationships with people that are significant to them?
- What support is given to foster carers and young people themselves about promoting healthy lifestyles?

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# Item 7a

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