

BARNSELY METROPOLITAN BOROUGH COUNCIL

REPORT OF: EXECUTIVE DIRECTOR – PLACE HEALTH & ADULT SOCIAL CARE

TITLE: LOCAL ACCOUNT

REPORT TO:	CABINET
Date of Meeting	20 March 2024
Cabinet Member Portfolio	Place Health & Adult Social Care
Key Decision	No
Public or Private	Public

Purpose of report

The purpose of this report is to present to Cabinet the Barnsley Adult Social Care Local Account, which looks back on the 2022/23-year performance and achievements and sets out some of our 2023/24 aspirations and challenges. The publication of an annual Local Account is an integral part of the national sector-led improvement approach for Adult Social Care and has been produced in co-production with the Think Local Act Personal co-production group.

Council Plan priority

Healthy Barnsley

- People are safe and feel safe
- People live independently with good physical and mental health for as long as possible

Recommendations

It is recommended that:

1. The Barnsley Adult Social Care Local Account for 2022/23 is approved (Please see Appendix 1).
2. Cabinet members promote awareness of the Local Account with elected member colleagues and constituents

1. INTRODUCTION

1.1 This is the tenth year that Barnsley Council has published its annual Local

Account, which forms part of the agreed adult social care sector-led improvement approach. Data is drawn from the national Adult Social Care Outcomes Framework (latest publication December 2023)

- 1.2 The Local Account is a public-facing document designed to enable transparency, scrutiny, and accountability to the public in Barnsley and people who draw on adult social care.
- 1.3 The format of the Barnsley Local Account reflects the quality standards of adult social care expected by the Care Quality Commission (CQC).
- 1.4 The Local Account has been co-produced with the Think Local Act Personal group (a group of Barnsley people with lived experience of adult social care and carers), through a series of information workshops delivered by colleagues across adult social care.
- 1.5 The Local Account was produced through seven sessions held on a monthly basis which was attended by at most 25 group members from voluntary organisations, internal colleagues, people and unpaid carers. The report was produced and signed off by the group.
- 1.6 The Local Account has a full report along with a web-based page to increase engagement. This is in plain English with visual data elements and an easy-to-read design.
- 1.7 The ongoing challenges to producing the Local Account are:
 - The timeliness of data as the Adult Social Care Outcomes Framework is not published nationally until late in the calendar year.
 - Balancing the Sector Led Improvement guidance against the feedback from representatives about accessibility.
 - Ensuring we represent the breadth of perspective yet producing an accessible clear narrative.
- 1.8 The Local Account will be published on the council's website and members of the Think Local Act Personal group will distribute printed copies of the local account within other provider forums to increase engagement. The website link to this is <https://www.barnsley.gov.uk/services/adult-social-care/adult-social-care-local-account/>. We will also produce social media posts to advertise the Local Account and how to access it. We will monitor the number of visits the document receives; this information will be used to inform the future marketing strategy for the report.
- 1.9 Adult social care welcomes feedback from people who draw on our support, carers, the public and those that work in it. We genuinely wish to see the Local Account becoming an essential vehicle for dialogue and improvement, positive feedback has been received about the approach to coproducing the Local Account. Elected members can support awareness raising with the

public through the contact they have with people in their constituencies.

1.10 2022/23 Performance headlines:

Key Strengths

Our Better Lives Programme focuses on wellbeing, independence and community resilience. Through refocusing our vision for Adult Social Care to place the people we support at the heart of everything we do, our services have achieved some positive outcomes over the past year, including:

- **Overall satisfaction of people who use services with their care and support.** Barnsley's performance at 74.5% is a slight decrease on the 2021/22 performance (78.3%), putting us significantly ahead of the national average of 64.4%. Barnsley is the second highest-performing council nationally on this measure.
- **The proportion of people who use services who say that those services make them feel safe and secure.** Barnsley's performance at 93.9% is a slight decrease on the 2021/22 performance (95%) and puts us ahead of the national average of 87.1%. Barnsley are the highest-performing council nationally on this measure.
- **Front Door Team.** Implementing the Front Door as part of our Better Lives Programme has evidenced improved partnership working and oversight of safeguarding concerns. The inclusion of statutory partners (like the police and health) has contributed to positive and safe outcomes. The team are also working hard to support people across the community through increased demand, which is reassuring to people who draw on services. This impacts on reduced unnecessary attendances at accident and emergency hospital departments.
- **The proportion of adults with learning disabilities in paid employment.** The supported employment program has continued to help people in accessing employment. Last year, we identified this as an area for improvement. Barnsley's performance at 5.7% is a significant improvement on 2021/22 performance (4.4%) and puts us significantly ahead of the average for England (4.8%) and meeting our internal target of 5%.
- **Adult Joint Commissioning.** The Think Local Act Personal co-production group gave positive feedback on how Adult Joint Commissioning collaborates with partners to encourage and guide care providers for better quality care, using compliance and unannounced visits. The inclusion and attendance of people with lived experience at our extended social care sessions has been warmly received by staff.

Areas for Improvement

- **Long-term support needs of older adults (aged 65 plus) delivered by admission to residential and nursing care homes.** Our performance

at 787 per 100,000 population remains higher than comparators, however it has improved from 2021/22 (871.4). Through our 'Home First' approach (which is embedded as part of our Better Lives Programme) our timely approach to reviewing requests for permanent residential care and strengths-based conversations has led to the facilitation of more independent options for people and reduced our admission rate. Early indicators suggest we are continuing to improve in this area

- **The proportion of older people offered reablement services following discharge from hospital** The percentage of older people who remained at home 91 days after leaving the hospital has gone down to 82.3% reflecting the more complex nature of people who are accessing the service post covid. We provided recovery services to 1.40% of older people. Increasing the offer for Reablement services has been identified as an area we want to improve next year. However, we have undertaken further conversations with our neighbouring local authorities and believe that we are potentially under-representing our position as other areas include services outside the local authority as part of their data return. We are looking at this as part of future submissions.
- **The proportion of people who use services and find it easy to access information about services.** We're doing well, with 72.7% of people finding it easy to get information about services in Barnsley, which is higher than the national average of 67.2%, ranking us 23rd. Even though this is good, the Think Local Act Personal co-production suggests we can improve it by updating the LiveWell website and sharing more information about available support. As part of the Better Lives Programme, we are reviewing our information and advice offer and updating all our web pages relating to adult social care and public information leaflets.
- **Co-production and 'hard-to-reach groups'.** We recognise the need to enhance our collaborative efforts in shaping improvements in adult social care, involving people, families, and partner organisations. This includes reaching out in creative purposeful ways and encouraging contribution from people less engaged. Feedback from the local account indicates that people desire improvement in this area for the future. We have invested in a customer engagement post to support this and are developing an engagement framework to work actively with people across Barnsley.

1.11 Key developments in 2022/23 included:

- Successful integration of the Front Door service, allowing more people to get to the right place that first time and improving outcomes through successful partnership working
- Increased focus on carers assessments, We have completed more carer assessments in 2022/23 compared to 2021/22, and as a result, the number of carers receiving services has increased by 9%.

- Implementation of the Preparing for Adulthood (PFA) team to support younger people in Barnsley, working with people from the age of 14 onwards ensuring they are able to have a conversation about their future support needs and prepare for a smoother transition into adulthood
- We have no waiting lists for people needing homecare. When people need support to stay at home for longer they can access homecare in a timely manner

1.12 **Priorities and plans for 2023/24 include:**

- Continuing to deliver outcomes against the [Better Lives Programme](#)
- Continuation of work with the Integrated Care System (NHS South Yorkshire), which will help to improve how people experience health and care in Barnsley.
- Improving our approach to collecting views and experiences from people who draw on our services and using this to inform improvement plans.
- Stronger arrangements for caseloads. We have a rising demand at our Front Door and within our teams, senior management have been working to develop a new approach to case management with stronger governance and oversight.
- Development of a coproduced offer for carers short breaks to allow carers meaningful offers for breaks from their caring role.

2. **PROPOSAL**

- 2.1 It is proposed that the Barnsley Adult Social Care Local Account for 2022/23 be published on the council website following Cabinet approval in March 2024
- 2.2 Social media posts to advertise the Local Account and how it can be accessed will also be produced
- 2.3 Elected members can support awareness raising of the purpose of the Local Account with the public through the contact they have with people in their constituencies.

3. **IMPLICATIONS OF THE DECISION**

3.1 **Financial and Risk**

- 3.1.1 There are no direct financial implications with the publication of the Adult

Social Care Local Account, other than the staff time and resources associated in compiling the report and publishing on the Council's webpage.

- 3.1.2 It should be noted that the Local Account shows the summary expenditure for adult social care for 2022/23 (£62.4M) across the main category of support (e.g. learning disability, mental health, physical & sensory, etc) and by type of services (e.g. residential & nursing, community-based support, etc).

3.2 Legal

- 3.2.1 There are no anticipated legal implications arising from publishing the Local Account.

3.3 Equality

- 3.3.1 Full Equality Impact Assessment completed

- 3.3.2 Disabled and race-protected characteristic groups may be impacted by publishing the report online and using online services. The council must adhere to WCAG2 – Website accessibility guidance, and as such, webpages are developed with accessibility features for protected characteristic groups. The webpage summary will include all key achievements and improvements of the local account and will be easy to read and a full local account report in landscape format will be available in print

3.4 Sustainability

- 3.4.1 Decision-making wheel has not been completed as the local account has no socioeconomic or environmental impact

3.5 Employee

- 3.5.1 The production of this report has no employee implications.

3.6 Communications

Collaboration has been central to the Local Account's development, with the Communications Team working closely with the Adults Social Care and Think Local Act Personal group – this included presenting the draft design to the helping us to deliver a report that was guided and endorsed by the group.

The report aims to use plain language, visual data, and an easy-to-read design, promoting inclusivity and understanding.

The dissemination strategy involves publishing the Local Account on the council's website, distributing printed copies via the Think Local Act Personal group, and leveraging social media. The Communications Team will closely monitor online engagement, informing future marketing strategies. Post-cabinet updates will be shared through press releases and social media, ensuring public awareness of the positive impact resulting from the report.

Our communication strategy is rooted in collaboration and accessibility and aligns with the sector-led improvement approach, fostering accountability and meaningful engagement within the Barnsley community.

4. CONSULTATION

- 4.1 Think Local Act Personal group, with members across voluntary and partner organisations, people and unpaid carers, council officers and staff involved in service delivery in adult social care and have been involved in consultations and supported the production and design of the Local Account.

5. ALTERNATIVE OPTIONS CONSIDERED

- 5.1 'Do nothing' was considered. The Council understands that this is not viable. The challenges we collectively face are shared with our people and communities. Producing a Local Account promotes transparency and helps us continue our conversation with people and communities about how we confront our shared challenges and opportunities together. This draws on our values of honesty and striving for excellence.

6. REASONS FOR RECOMMENDATIONS

- 6.1 To help continue conversations with people and communities about our shared challenges and opportunities.

7. GLOSSARY

None

8. LIST OF APPENDICES

Appendix 1: Local Account 2022/23
Appendix 2: EIA

9. BACKGROUND PAPERS

Measures from the Adult Social Care Outcomes Framework, England, 2022-23: Official Statistics [<https://digital.nhs.uk/data-and-information/publications/statistical/adult-social-care-outcomes-framework-ascof/england-2022-23>]

If you would like to inspect background papers for this report, please email governance@barnsley.gov.uk so that appropriate arrangements can be made

10. REPORT SIGN OFF

Financial consultation & sign off	Senior Financial Services officer consulted and date <i>Joshua Amahwe (09/01/2024)</i>
Legal consultation & sign off	Legal Services officer consulted and date Marianne Farrell (12/01/2024)

Report Author: Catherine Sellars
Post: Business Development Officer
Date: 15th December 2023