

**Report of the Director of Human Resources,
Performance & Communications,
to the Overview and Scrutiny Committee (OSC)
on 14th March 2017**

Adult Social Care Local Account 2015-16

1.0 Introduction

1.1 The Barnsley Adult Social Care Local Account is an annual review of performance and achievements of services. The attached report (Item 4b) is the fifth report of this kind and reviews the service over 2015/16 as well as sets out future plans and challenges for 2016/17.

2.0 Background and Local Account Content

2.1 The annual local account is an integral part of the national sector led improvement approach for adult social care. It is a public facing document 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.

2.2 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
- To use feedback from people to drive improvement and reflect this in 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.

2.3 This year the council service user and carer engagement team worked with the Local Account editors to undertake a more meaningful consultation, involving a focus group of 25 service users and carers, to inform the design and content of this and of future reports. This has enabled improvements to be made to both this report as well as highlighted considerations for future.

2.4 The report is published on the Council's website and the number of 'hits' the document receives will be monitored to inform the future marketing strategy for the report. The service has expressed that it genuinely wishes to see the Local Account become an important vehicle for dialogue and improvement and welcomes feedback from service users, carers and the public.

2.5 The local account is structured around the following sections and provides performance data, information on what has been achieved, future improvements as well as case studies:

- Enhancing quality of life for people with care and support needs
- Delaying and reducing the need for care and support
- Ensuring that people have a positive experience of care and support

- Safeguarding adults whose circumstances make them vulnerable and protecting them from harm
- Efficiency and value for money

3.0 Key Developments

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

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

4.0 Improvement Plans

4.1 These include:

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

5.0 Invited Witnesses:

5.1 At today's meeting, the following representatives have been invited to answer questions from the OSC regarding this area of work:

- Lennie Sahota, Interim Service Director, Adult Assessment & Care Management, People Directorate
- Jane Wood, Head of Adult Joint Commissioning, People Directorate
- Glynn Shaw, Head of Service, Adult Assessment & Care Management, People Directorate

- Claire Edgar, Head of Service, Adult Disabilities and Mental Health, People Directorate
- Will Boyes, Performance Improvement Officer, HR, Performance & Communications Directorate
- Councillor Margaret Bruff, Cabinet Spokesperson - People (Safeguarding)

6.0 Possible Areas for Investigation

6.1 Members may wish to ask questions around the following areas:

- What are the future key challenges for the service and what plans are in place to address these?
- To what extent are our carers satisfied with the support they receive and would agree they can balance their caring role and maintain their own quality of life?
- Has any feedback been received on the online Self Help Guides and to what extent do you feel they have prevented potential customers from contacting the service?
- How confident are you that we are safeguarding vulnerable adults in the borough and implementing the Making Safeguarding Personal (MSP) agenda?
- How effective is the integrated working between different teams and agencies including local health service providers and the police?
- To what extent is the annual adult social care survey reflective of our customers or is this only reflective of a small percentage of this population?
- What changes do you expect to be made to the Local Account in future in relation to feedback received?
- What actions could be taken by Members to continue to assist in improvements to Adult Social Care Services in Barnsley?

7.0 Background Papers and Useful Links

- Item 4b - Adult Social Care Local Account 2015-16 - interactive pdf version available on the following link:
<http://barnsleymbc.moderngov.co.uk/documents/s15545/Appendix.pdf>
- Care Act (2014): <http://www.legislation.gov.uk/ukpga/2014/23/contents>

8.0 Glossary

ASC - Adult Social Care Service
 DOLs - Deprivation of Liberty Safeguards
 MSP - Making Safeguarding Personal
 OSC - Overview and Scrutiny Committee
 TEASC - Towards Excellence in Adult Social Care Board

9.0 Officer Contact

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