

BARNSELEY METROPOLITAN BOROUGH COUNCIL

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

Report of the Executive Director
(People) to Cabinet
(23rd January 2019)

Barnsley Adult Social Care Local Account 2017/18

1.0 Purpose of the Report

1.1 The purpose of this report is to present to Cabinet the seventh Barnsley Adult Social Care Local Account which looks back on the 2017/18 year performance and achievements and sets out some of our 2018/19 aspirations and challenges. The publication of an annual Local Account is an integral part of the national sector led improvement approach for Adult Social Care.

2.0 Recommendations

2.1 It is recommended that:

- **The Barnsley Adult Social Care Local Account for 2017/18 is approved (Please see Appendix 1).**
- **Cabinet members promote awareness of the Local Account with elected member colleagues and constituents**

3.0 Introduction

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

3.2 The Local Account is a public facing document that is designed to enable transparency, scrutiny and accountability to adult social care service users and the public in Barnsley, as recipients and funders of public sector services.

3.3 The review of Local Accounts undertaken in 2014/15 by the Towards Excellence in Adult Social Care (TEASC) Board concluded that there are three challenges that Local Accounts should try to address, these are:

- To build genuine, widespread and continuous dialogue with local people
- Using feedback from people to drive improvement and reflecting this in the Local Account;
- To use the Local Account to explicitly identify weaknesses as well as strengths, and to set out the improvement priorities in a way that allows progress to be assessed.
- To view Local Accounts as a public-facing summary - and not as a substitute for a more comprehensive system of performance management and public reporting.

3.4 The format of the Barnsley Local Account has been maintained with minor adjustments for the past few years.. 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.

- 3.5 The chapter headings of the Local Account are felt to be meaningful and accessible to the target audience, which are service users and carers and members of the public with an interest in Adult Social Care services and performance. We have included links to other related published council reports and strategies.
- 3.6 The ongoing challenges for the production of the Local account are:
- To balance the need to adhere to Sector Led Improvement guidance regarding content, against the feedback from service user and carer representatives about accessibility.
 - For the Local Account to reach a wider and bigger audience in order to justify the officer and service user and carer representative's time needed for its production.
 - The Adult Social Care Outcomes Framework comparator data for 2017/18 is not published until October/ November and Adult Safeguarding comparator data is not published until December which leads to a delay in publishing our Local Account.
- 3.7 The Local Account will be published on the council's website. This year and we will also produce a flyer/poster to advertise the Local Account and how to access it, which will be sent to a range of key partners including libraries, voluntary sector organisations and health services, with a request for it to be displayed in public access spaces. The digital team will be asked to monitor the number of hits the document receives; this information will be used to inform the future marketing strategy for the report.
- 3.8 Adult social care welcomes feedback from service users, carers and the public and would genuinely wish to see the Local Account becoming an important vehicle for dialogue and improvement. Elected members can support awareness raising with the public through the contact they have with people in their constituencies.
- 3.9 Headlines from the Adult Social Care Outcomes Framework:

Key Strengths

- Barnsley's performance remains well above the national average for the **proportion of service users and carers who receive Direct Payments.**
- **Delayed transfers of care from hospital, per 100,000 population (total)** Barnsley is the fifth best performing nationally and best regionally for this indicator. Where delays are attributable to adult social care, Barnsley is the eighth best performing council nationally, the best in our region and the third best amongst statistical neighbours.
- **The proportion of people who use services who say those services have made them feel safe and secure** continues to be well above the national average with Barnsley ranking third best nationally and best amongst statistical neighbours
- **The proportion of people accessing short term support who did not require any further ongoing support** is well above the national average.
- **The proportion of adults with a learning disability who live in their own home or with their family** is well above the national average and our statistical neighbours.
- **The proportion of adults in contact with secondary mental health services living independently with or without support** is also well above the national average and our statistical neighbours.

Key Areas for Improvement

- Barnsley had the fifth highest rate nationally of **permanent admissions of over 65 year olds to residential and nursing care.** This is partly due to a

realignment of our performance reporting in this area, which includes self-funders from 2017/18 onwards.

- Barnsley's performance in relation to **permanent admissions of younger adults** is also significantly above the national average
- Barnsley's performance remains well below the national average and statistical comparators for the **proportion of adults with Learning Disability in paid employment**. This measure shows the proportion of adults of working age with a primary support reason of learning disability who are "known to the council" (i.e. who receive long term support from social care during the reporting year), who are recorded as being in paid employment.
- Barnsley also remains below national average and statistical comparators for the **proportion of adults in contact with secondary mental health services in paid employment**
- **The proportion of older people who received reablement/rehabilitation services after discharge from hospital** performance remains well below the national average and most statistical neighbours. This measure currently includes social care only placements; a mechanism for reporting on all relevant placements will hopefully be in place shortly.

3.10 Key developments in 2017/18 included:

- The delivery of an improvements to our carers offer including additional resources to strengthen coordination of carers support services
- The 'Live Well Barnsley' website was launched, 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 review and development of the Independent Living at Home (reablement) service model to increase access for more people to benefit from the service
- The review 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
 - Continued focus on the management of adult social care demand and budgets
 - Review of the partnership agreement with SWYPFT .

3.11 Priorities and plans for 2018/19 include:

- Managing our budget and further improving our performance
- Service improvements in the key areas identified for improvement within section 3.9 above.
- Making much needed improvements to the functioning of our adult social care information system
- Continuing to improve our service and processes - to support this we will develop a new Quality Assurance and Governance function across the operational service
- Supporting social care staff to get maximum benefit from our new mobile working capabilities
- Strengthening of our contracting function to allow the roll out of further systematic contract and quality monitoring
- Delivering improvements to our extra care offer (in conjunction with Communities)

- Working with our directorate colleagues to make further improvements to our transitions arrangements
- Continuing to work in partnership with Barnsley CCG to support the delivery of the Barnsley Plan and further contribute to avoiding unnecessary hospital admissions and support timely discharge arrangements

4.0 Proposal and justification

- 4.1 It is proposed that the Barnsley Adult Social Care Local Account for 2017/18 be published on the council website, following Cabinet approval in February 2019. This would be in line with other Yorkshire and Humber local authorities.
- 4.2 A flyer/poster to advertise the Local Account and how it can be accessed will also be produced and this will be sent to a range of key partners including libraries, voluntary sector organisations and health services, with a request for it to be displayed in public access spaces.
- 4.3 Elected members can support awareness raising of the purpose of the Local Account with the public through the contact they have with people in their constituencies.

5.0 Consideration of alternative approaches

- 5.1 The Barnsley Local Account could be published closer to the year-end that it relates to if it did not include published and benchmarked performance data which is not available until late autumn. Earlier publication of the Local Account may make it easier to produce as it would not require looking back as far; however this is not recommended because the feedback both locally and across the region is that the Local Account is enhanced by its inclusion. Whilst the comparator data is not available to adult social care until this time, the ASCOF returns submitted by Barnsley do form part of the regular performance data set that is used locally to inform our priorities, business planning and improvement plans.
- 5.2 Some Local Authorities have made a decision not to prepare an annual Local Account and this could be a consideration for Barnsley given the challenges referred to in section 3.6 of this report. This approach is not recommended because adult social care wishes to be transparent and open regarding performance and our challenges and to be scrutinised and held to account by our service users and the public, in line with the council values of honesty, striving for excellence and pride in deserved achievements and in delivering good services to vulnerable people in Barnsley.

6.0 Implications for local people / service users

- 6.1 Adult social care welcomes feedback from service users, carers and the public and would genuinely wish to see the Local Account becoming an important vehicle for dialogue and improvement.

7.0 Financial implications

- 7.1 There are no direct financial implications arising from the 2017/18 Local Account.

8.0 Employee implications

- 8.1 There are no employee implications directly arising through consideration of this report.

9.0 Communications implications

- 9.1 The Local Account 2017/18 will be published on the Council's website to meet the Council's obligation to Sector Led Improvement.
- 9.2 The number of hits the document receives will be monitored in 2017/18 and the data will be used to inform the future marketing strategy for the report.

10.0 Consultations

- 10.1 Council officers and front line staff involved in service delivery in adult social care and in Communities Directorate have supported the production of the Local Account.

12.0 Promoting Equality, Diversity And Social Inclusion

- 12.1 The core purpose of Adult Social Care is to provide care and support to older, disabled and vulnerable people and their carers. The service seeks to promote equality, diversity and social inclusion both in carrying out assessments and in care planning.
- 12.2 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 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.

13.0 List of appendices

- 13.1 Appendix 1: Barnsley Local Account for Adult Social Care (2017/18)

14.0 Background papers

- 14.1 The Adult Social Care Outcomes Framework 2017/18 Handbook of Definitions (DH July 2017) available via this link:

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/664582/20171129_ASCOF_Handbook_of_Definitions_17-18.pdf

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