

Barnsley Adult Social Care Local Account 2017/18 – Cover Report

1.0 Introduction

1.1 The purpose of this report is to present the Barnsley Adult Social Care Local Account 2017/18 (Item 4b) to the Overview & Scrutiny Committee.

2.0 Background

2.1 The Local Account is a public document designed to enable transparency, scrutiny and accountability. As recipients and funders of public sector services, the target audience is adult social care service users and the public in Barnsley.

2.2 Minor adjustments have been made to the Barnsley Local Account over the years. Last year a workshop was held with equal representation from service users and carers and officers of the Council, Barnsley Clinical Commissioning Group (CCG) and voluntary sector organisations.

2.3 As a result of the feedback from these sessions, the Local Account was simplified to make it more meaningful and easy to understand. Links to other Council reports and strategies have also been added for those wanting more detail.

2.4 The Local Account is now published on the Council's website and publicity material will be sent to a range of key partners, including libraries, voluntary sector organisations and health services. This publicity material will be displayed in public access spaces to maximise exposure. Monitoring will take place to see how many times the online report is accessed and the findings will feed into future marketing strategies.

3.0 Current Position

3.1 The report for 2017/18 shows achievements made in the year and how Barnsley has performed compared to other authorities. The measures used in the report are taken from the Adult Social Care Outcomes Framework (ASCOF) – a national dataset introduced by the Department of Health & Social Care. The information contained within ASCOF is taken in part from BMBC systems and from questions asked of service users and carers through surveys.

3.2 As well as performance information, each section of the report provides information about what the service thinks is important for users to know and understand about their priorities, plans and performance.

4.0 Future Plans & Challenges

4.1 Priorities for 2018/19 include:-

- Reviewing a number of services, including day services for older people
- Saving a further £1.2 million due to the ongoing impact of the Government's austerity measures

- Improving systems to demonstrate that vulnerable adults are at the centre of all work, supporting the Safeguarding Adults Board priority of 'Making Safeguarding Personal'
- Developing ways to improve reception facilities to accommodate customers who wish to discuss things in private

5.0 Invited Witnesses

5.1 The following experts have been invited to today's meeting to answer questions from the committee:

- Lennie Sahota, Service Director - Adult Social Care & Health
- Kwai Mo, Head of Service - Mental Health & Disability
- Margaret Young, Interim Head of Service - Older People Physical Disabilities
- Julie Moore, Service Manager - Quality Assurance and Service Improvement, Adults & Communities
- Councillor Margaret Bruff, Cabinet Spokesperson for People - Safeguarding

6.0 Possible Areas for Investigation

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

- Of the actions and priorities identified for 2018/19, where are we now and how are these actions being evaluated to ensure they are adding value?
- Have any service reviews been carried out in the last 12 months and, if so, what were the findings?
- Has there been any improvement in the indicators rated as red for 2017/18?
- How do you plan to maintain or exceed the same level of service delivery, given the financial pressures on the service?
- What short & long term implications does the 'NHS Long Term Plan' have for the service?
- Are the responses from the adult social care survey/carers survey an accurate representation of service users or is this only a small percentage of the target group? What other methods do you use to engage with users throughout the year?
- How does the service forward plan to ensure that it can effectively anticipate the changing needs of service users and guarantee quality of care?
- What needs to be done to improve the ratings of care homes, particularly those that have recently been assessed as 'requires improvement', and what responsibility does the Council have?
- How do you manage the public's expectations of what the service can and cannot offer?
- Given the demographics of your service users, do the methods used to disseminate information adequately promote equality and social inclusion?
- What actions could be taken by Members to support Adult Social Care and the plans and priorities contained within the Local Account?

7.0 Background Papers and Useful Links

Item 4b - Barnsley Adult Social Care Local Account 2017/18 (attached)

8.0 Glossary

ASCOF Adult Social Care Outcomes Framework

CCG Clinical Commissioning Group

9.0 Officer Contact

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