

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 OF COMMUNITIES TO CABINET

Barnsley Adult Social Care Local Account 2018/19

1. PURPOSE OF REPORT

- 1.1 The purpose of this report is to present to Cabinet the eighth Barnsley Adult Social Care Local Account which looks back on the 2018/19 year performance and achievements and sets out some of our 2019/20 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. RECOMMENDATIONS

2.1 It is recommended that:

- **The Barnsley Adult Social Care Local Account for 2018/19 is approved (Please see Appendix 1).**
- **Cabinet members promote awareness of the Local Account with elected member colleagues and constituents**

3. INTRODUCTION

3.1 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.

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 where appropriate.

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 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.

3.7 The Local Account will be published on the council's website. 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 **2018/19 Performance headlines:**

Key Strengths

- **Overall satisfaction of people who use services with their care and support.** Barnsley'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%
- **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%.
- **Delayed transfers of care from hospital per 100,000 population.** As a system Barnsley is the second best performing nationally and best regionally for this indicator. Where delays are attributable to adult social care, Barnsley

is the thirteenth best performing council nationally and the second best amongst statistical neighbours.

- Barnsley is the second highest performing area nationally in terms of **the proportion of people who use services who reported that they had as much social contact as they would like** and the highest performing area among both regional and statistical neighbours by 10%.
- Barnsley's performance remains well above the national average for the **proportion of service users and carers who receive Direct Payments**. This is by 20% and 12% respectively.
- **The proportion of people accessing short term support who did not require any further ongoing support** is 12% above the national average.
- **The proportion of people who use services who have control over their daily lives** is 7% above the national average.
- **The proportion of adults with a learning disability who live in their own home or with their family** is 9% above the national average.
- **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.

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.

Areas for Improvement

- **Permanent admissions of over 65 year olds to residential and nursing care.** Whilst 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. 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.
- Barnsley's performance remains 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. 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%
- **The proportion of older people who received reablement/rehabilitation services after discharge from hospital.** Our performance remains below the national average and most statistical neighbours. 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. 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.

3.10 **Key developments in 2018/19 included:**

- 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 budgets

3.11 **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 within section 3.9 above.
- 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 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. PROPOSAL AND JUSTIFICATION

- 4.1 It is proposed that the Barnsley Adult Social Care Local Account for 2018/19 be published on the council website, following Cabinet approval in February 2020. 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. 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

6. IMPLICATIONS FOR LOCAL PEOPLE/SERVICE USERS

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

7. FINANCIAL IMPLICATIONS

- 7.1 There are no direct financial implications arising from the 2018/19 Local Account.

8. EMPLOYEE IMPLICATIONS

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

9. LEGAL IMPLICATIONS

- 9.1 There are no legal implications directly arising through consideration of this report.

10. CUSTOMER AND DIGITAL IMPLICATIONS

- 10.1 The Local Account 2018/19 will be published on the Council's website to meet the Council's obligation to Sector Led Improvement and in line with the Council's *Digital First* agenda.
- 10.2 The number of hits the document receives will be monitored and the data will be used to inform the future marketing strategy for the report.

11. COMMUNICATIONS IMPLICATIONS

- 11.1 We will 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.
- 11.2 Key Partners will also be sent a small supply of paper copies to reach out to those people who have difficulties accessing the internet.

12. CONSULTATIONS

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

13. PROMOTING EQUALITY, DIVERSITY AND SOCIAL INCLUSION

- 13.1 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.

- 13.2 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.

14. LIST OF APPENDICES

Appendix 1: Local Account 2018/19

15. BACKGROUND PAPERS

The Adult Social Care Outcomes Framework 2018/19 Handbook of Definitions (DH July 2018) available via this link:

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

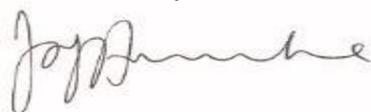
If you would like to inspect background papers for this report, please email governance@barnsley.gov.uk so that appropriate arrangements can be made

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Financial Implications/Consultation



...Joshua Amahwe (11/12/2019).....

(To be signed by senior Financial Services officer where no financial implications)