

BARNSELY METROPOLITAN BOROUGH COUNCIL

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

TITLE: Barnsley Adult Social Care Local Account 2021/22

REPORT TO:	CABINET
Date of Meeting	14 December 2022
Cabinet Member Portfolio	Place Health and Adult Social Care
Key Decision	This matter is not a Key Decision within the Council's definition and has not been included in the relevant Forward Plan
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 2021/22-year performance and achievements and sets out some of our 2022/23 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.

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 2021/22 is approved (Please see Appendix A).
2. Cabinet members promote awareness of the Local Account with elected member colleagues and constituents

1. INTRODUCTION

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

- 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 has been amended to reflect the emerging quality standards of adult social care expected by the Care Quality Commission (CQC).
- 1.4 The Local Account has been produced as a web-based page along with the full report to increase engagement. This is in plain English with visual case studies and an easy-to-read design.
- 1.5 The ongoing challenges to producing the Local Account are:
- Balancing the Sector Led Improvement guidance against the feedback from representatives about accessibility.
 - Challenges are reaching a broader and bigger audience which the time spent contributing from people, families, and carers merits.
- 1.6 The Local Account will be published on the council's website. 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.
- 1.7 Adult social care welcomes feedback from people who draw on our support, carers, and the public. We genuinely wish to see the Local Account becoming an essential vehicle for dialogue and improvement. Elected members can support awareness raising with the public through the contact they have with people in their constituencies.
- 1.8 **2021/22 Performance headlines:**

Key Strengths

- **Overall satisfaction of people who use services with their care and support.** Barnsley's performance at 78.3% is an improvement on the 2019/20 performance (73.10%) and now puts us significantly ahead of the national average of 63.9%. Barnsley is the highest performing council nationally on this measure.
- **The proportion of people who use services who say those services have made them feel safe and secure.** Our performance at 94.5% is the second best nationally and well above the national average of 85.6%.

- **The social care related quality of life of score.** Barnsley's performance at 20.3 is an improvement on the 2019/20 performance of 19.4 and above the national score of 18.9. Barnsley is the second highest performing council nationally.
- **The proportion of people who use services who have control over their daily lives.** Barnsley's performance at 89.3% is a significant improvement on the 2019/20 performance of 77.8%. Barnsley is the second-best performing council nationally and 1st of our statistical neighbours.
- **The proportion of older people aged 65 plus at home 91 days after discharge from Reablement/Rehabilitation services.** Barnsley's performance at 90.6% is a significant improvement on the 2020/21 performance of 85.5% and above the national average of 81.8%. Barnsley is the best performing council compared to our statistical neighbours and has a national ranking of 26th overall nationally.
- **The proportion of people who use services who find it easy to find information and advice.** Barnsley's performance at 73.1% is an improvement on the 2019/20 performance at 69.7% and above the national average of 64.6%. Barnsley are the best performing council within our statistical neighbours and 11th nationally.
- **The proportion of adults with learning disabilities who live in their own home or with their family.** Barnsley's performance at 87.4% is a slight improvement on the 2020/21 performance of 87.2%. This performance is well above the national average of 78.8%. Barnsley are ranked 6th amongst our statistical neighbours and 32nd nationally.
- **The proportion of adults in contact with secondary mental health services who live independently, with or without support.** Barnsley's performance at 65% is significantly higher than the national average of 26%

Areas for Improvement

- **Long-term support needs of older adults (aged 65 plus) met by admission to residential and nursing care homes.** Our performance at 871.4 per 100,000 population remains considerably higher than comparators. We know we have a lot of people historically placed in residential care, and we need to continue to work more effectively to help more people stay at home for longer. Our Better Lives Programme focuses on wellbeing, independence, and community resilience, supporting people to live independently in their own home for as long as possible and ensuring those in need of our support have more say over the care they receive.

- **Proportion of adults with a learning disability in paid employment.** Barnsley's performance remains slightly below the national average and statistical comparators. 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 had shown a steady improvement over the past few years (2.4% in 2017/18, and 3.6% in 2018/19 and 5.5% in 2019/20) but decreased to 4.6% in 2020/21 and 4.2% in 2021/22. This is slightly below the national average of 4.8%. This is an area we are looking to improve through our supported employment programme.

1.9 Key developments in 2021/22 included:

- The development of our reablement community service model to increase access for more people to benefit from the service.
- Barnsley Carers Service coordinated the application and payments process for £250,000 of Adult Social Care's Omicron Support Fund grants, distributed to carers across the borough.
- In October 2021, the Barnsley Older People Physical Activity Alliance (BOPPA) was formed to help prevent falls and tackle deconditioning brought on by the Covid-19 pandemic.
- Development of a joint Health and Care Plan has been the focus of partnership activity over the past year. These plans cover the work to progress community and neighbourhood models of support.
- Introduction of a successful integrated Front Door Service. This has allowed more people to get to the right place the first time and has improved opportunities for early signposting and prevention.

1.10 Priorities and plans for 2022/23 include:

- Continuing to deliver outcomes against the [Better Lives Programme](#)
- Refreshing our commissioning plans for all groups across Barnsley who draw on social care or may need to in the future.
- Procure new contracts for home care, supported living and older people, and will work closely with care providers to improve the quality-of-care provision across Barnsley, including looking at how we can better use technology.
- Working with our partners to improve the uptake and quality of annual health checks, health action plans and health passports. This will help us reduce health inequalities for people with learning disabilities, aiming to achieve the national target of 75% of people having an annual health check.

- Continue to deliver oral health training and roll out resources from the oral health pilot project across all our older people's residential homes and domiciliary care services. We will also work to support dentists in accessing residents in care homes.
- A new governance model has been proposed for how Barnsley will work with the Integrated Care System (NHS South Yorkshire), which will help to enhance partnership working across health and care for the people of Barnsley.

2. PROPOSAL

- 2.1 It is proposed that the Barnsley Adult Social Care Local Account for 2021/22 be published on the council website following Cabinet approval in December 2022.
- 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 Consultation on the financial implications of this account has taken place with colleagues within Financial Services on behalf of the Service Director and Section 151 Officer. There are no direct financial implications emanating from this report.
- 3.1.2 The performance information published in the Barnsley Adult Social Care Local Account 2021/22 also includes data on the actual spend for the financial year 2021/22. This is consistent with the spend data reported through the authority's year-end accounts and published returns for Adult Social Care.

3.2 Legal

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

3.3 Equality

- 3.3.1 Full Equality Impact Assessment completed

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.

3.4 Sustainability

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

3.5 Employee

The production of this report has no employee implications.

3.6 Communications

The Corporate Communications team has supported the development of the Local Account webpage, working with Adult Social Care to make sure it's in plain English. As part of this, they have developed videos and case studies to increase engagement.

The team will promote Cabinet's decision, highlighting the key areas of this report and successes over the past year through a media release. They will support this with social media messages, helping the public to access the webpage for more information.

Results from the Local Account will be fed into the team's ongoing work with Adult Social Care on [the Better Lives webpage](#). Here, monthly entries from staff and partners help show what we're doing to achieve our ambitions for Adult Social Care in Barnsley.

4. CONSULTATION

- 4.1 Council officers and staff involved in service delivery in adult social care and in the wider Communities Directorate and customer focus groups have been involved in consultations and supported the production 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. LIST OF APPENDICES

Appendix A: Local Account Report 2021-22

Appendix B: EIA template Oct19 V

8. BACKGROUND PAPERS

Measures from the Adult Social Care Outcomes Framework, England, 2021-22: Official Statistics [<https://digital.nhs.uk/data-and-information/publications/statistical/adult-social-care-outcomes-framework-ascof/2021-22>]

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

9. REPORT SIGN OFF

Financial consultation & sign off	Senior Financial Services officer consulted and date <i>Joshua Amahwe (31/10/2022)</i>
Legal consultation & sign off	Jason Field 14/11/22

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