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**BARNSLEY**  
Metropolitan Borough Council

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# Foreword

Welcome to our eighth Local Account, which tells you about how well our adult social care services performed last year and sets out how we plan to further improve our services in the future.

In each section, we have given some information about what we think is important for you to know and understand about our priorities, plans and performance.

The Adult Social Care Outcomes Framework (ASCOF) is a national set of performance indicators that all councils must report on. Some of the indicators are things that we record in our information system and some are from questions we ask service users and carers through surveys. We have started

this Local Account with a summary of how we have performed against the ASCOF indicators and how this compares with national and statistical neighbour (similar authorities) averages.

We really want this report to reach more people who are interested in adult social care in Barnsley. We are working with our partners to help as many people as possible to access this report.

We hope you find this Local Account interesting and that it answers any questions you may have about adult social care in Barnsley. If you have any comments or suggestions you would like to feedback, please send them to us via our website, at:

[www.barnsley.gov.uk/about-us/  
how-we-are-performing/adults-and-  
communities-performance-and-plans](http://www.barnsley.gov.uk/about-us/how-we-are-performing/adults-and-communities-performance-and-plans)



**Wendy Lowder,**  
*Executive Director, Communities,  
Barnsley Metropolitan Borough Council*



**Councillor Jenny Platts,**  
*Cabinet Spokesperson  
for Communities*

# How did we perform in 2018/19?

**Key** - The tables below show our performance for 2018/19, alongside the England average and our Statistical Neighbour (SN) average.

**GREEN** shading highlights where our performance is 5% (or more) better than the England average.

**RED** shading highlights where our performance is 5% (or more) worse than the England average.

## Information and advice for all

The proportion of people who use services who find it easy to find information about support	<b>Barnsley</b>	<b>73%</b>
	<b>England</b>	<b>70%</b>
	<b>SN</b>	<b>70%</b>

## Early help and support

The proportion of people who use services who reported that they had as much social contact as they would like	<b>Barnsley</b>	<b>56%</b>
	<b>England</b>	<b>46%</b>
	<b>SN</b>	<b>46%</b>

The proportion of people who use services who have control over their daily life	<b>Barnsley</b>	<b>85%</b>
	<b>England</b>	<b>78%</b>
	<b>SN</b>	<b>78%</b>

The proportion of adults with a learning disability who live in their own home or with family	<b>Barnsley</b>	<b>86%</b>
	<b>England</b>	<b>77%</b>
	<b>SN</b>	<b>85%</b>

The proportion of adults in contact with secondary mental health services living independently, with or without support	<b>Barnsley</b>	<b>76%</b>
	<b>England</b>	<b>58%</b>
	<b>SN</b>	<b>55%</b>

The proportion of adults with a learning disability in paid employment	<b>Barnsley</b>	<b>4%</b>
	<b>England</b>	<b>6%</b>
	<b>SN</b>	<b>6%</b>

The proportion of adults in contact with secondary mental health services in paid employment

<b>Barnsley</b>	<b>8%</b>
<b>England</b>	<b>8%</b>
<b>SN</b>	<b>7%</b>

## The right services for you at the right time

Overall satisfaction of people who use services with their care and support

<b>Barnsley</b>	<b>75%</b>
<b>England</b>	<b>64%</b>
<b>SN</b>	<b>64%</b>

The proportion of people who use services who receive self-directed support

<b>Barnsley</b>	<b>96%</b>
<b>England</b>	<b>89%</b>
<b>SN</b>	<b>92%</b>

The proportion of people who use services who receive direct payments

<b>Barnsley</b>	<b>49%</b>
<b>England</b>	<b>28%</b>
<b>SN</b>	<b>29%</b>

The proportion of carers who receive direct payments

<b>Barnsley</b>	<b>92%</b>
<b>England</b>	<b>73%</b>
<b>SN</b>	<b>90%</b>

Social care-related quality of life score

<b>Barnsley</b>	<b>20%</b>
<b>England</b>	<b>19%</b>
<b>SN</b>	<b>19%</b>

Long-term support needs of younger adults (aged 18-64) met by admission to residential and nursing care homes, per 100,000 population \*

<b>Barnsley</b>	<b>14</b>
<b>England</b>	<b>14</b>
<b>SN</b>	<b>13</b>

Long-term support needs of older adults (aged 65 and over) met by admission to residential and nursing care homes, per 100,000 population \*

<b>Barnsley</b>	<b>814</b>
<b>England</b>	<b>580</b>
<b>SN</b>	<b>611</b>

The proportion of older people (aged 65 and over) who were still at home 91 days after discharge from hospital into reablement/ rehabilitation services

<b>Barnsley</b>	<b>91%</b>
<b>England</b>	<b>82%</b>
<b>SN</b>	<b>83%</b>

The proportion of older people (aged 65 and over) who received reablement/ rehabilitation services after discharge from hospital

<b>Barnsley</b>	<b>1%</b>
<b>England</b>	<b>3%</b>
<b>SN</b>	<b>3%</b>

The outcome of short-term services: sequel to services (eg. what proportion of people accessing short term support required no further support)

<b>Barnsley</b>	<b>92%</b>
<b>England</b>	<b>80%</b>
<b>SN</b>	<b>75%</b>

## Keeping adults safe

The proportion of people who use services who feel safe

<b>Barnsley</b>	<b>75%</b>
<b>England</b>	<b>70%</b>
<b>SN</b>	<b>71%</b>

The proportion of people who use services who say that those services have made them feel safe and secure

<b>Barnsley</b>	<b>97%</b>
<b>England</b>	<b>87%</b>
<b>SN</b>	<b>87%</b>

## Services and people working together

Delayed transfers of care from hospital that are attributable to adult social care, per 100,000 population\*

<b>Barnsley</b>	<b>0.3</b>
<b>England</b>	<b>3.1</b>
<b>SN</b>	<b>2.7</b>

Delayed transfers of care from hospital, per 100,000 population\*

<b>Barnsley</b>	<b>1</b>
<b>England</b>	<b>10</b>
<b>SN</b>	<b>8</b>

\* A low figure is better performance



# How did we perform in 2018/19?

This performance information is part of the Adult Social Care Outcomes Framework (ASCOF) which is a national set of performance indicators that all local authorities must report on.

This evidences our excellent performance in 2018/19. 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. Particularly pleasing is our performance relating to:

- *Overall satisfaction of people who use services with their care and support. Barnsley Council'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%*
- *Delayed transfers of care from hospital. As a system Barnsley is the second best performing nationally and best regionally for this indicator.*

- *The proportion of people who use services who reported that they had as much social contact as they would like. Barnsley's performance is the second highest in the country.*
- *Proportion of service users and carers who receive Direct Payments. Barnsley's performance remains well above the national and statistical neighbour averages*

**More information on our performance  
is available via an online dashboard, which is  
available via [this link](#)**

# How did we perform in 2018/19?

## Peer Challenge

In September 2018 Barnsley Metropolitan Borough Council asked for a regional Adult Social Care peer challenge as part of sector led improvement within the Yorkshire and Humber Region. This is not an inspection but we invite the peer challenge team in as 'critical friends'. Our peer challenge was based on **making the best use of resources**. Within this we identified the following specific priorities:

- *Prevention*
- *Recovery*
- *Long-term support*
- *Business Processes*

A Peer Challenge is an opportunity for local authorities to come together to explore improvement priorities, share good practice, constructively challenge one another and explore collaboration. Peer challenge intends to help local government to help itself to respond to the changing agendas. It is a constructive and supportive process with the central aim of helping a council and its partners to assess its current achievements. The peer challenge team were on-site from 11th September 2018 until 13th September 2018. The programme included activities designed to enable them to meet and talk to a range of internal and external stakeholders. These activities included:

- *Interviews and discussions with councillors, senior officers, frontline staff, providers, partners, voluntary sector, people using services and carers.*
- *Reading documents provided by the council including a self-assessment of progress, strengths and areas for improvement against key areas of business*

The peer challenge team also visited our Hospital Social Work Team and Right Care Barnsley, Dillington Mews - Supported Living Scheme and 'The Exchange' – our mental health recovery college.

The peer challenge team produced a final report based on a triangulation of what they had read, seen and heard. The overall conclusion reached by the team was that adult social care in Barnsley is in a good place with many areas of strength, including:

- *Maintenance of a stable workforce with few recruitment and retention issues*
- *An impressive asset-based community development communities programme*
- *Balanced budget*
- *People are proud to work in Barnsley*
- *Evidence of using population need to design community-based support*
- *Carers support service*
- *Early help*
- *Leadership at every level*

*The team also identified some areas for further consideration which included:*

- *Reducing the number of residential care admissions*
- *Development of our extra care schemes to promote independence*
- *Focusing on early help and reablement including interventions in a community setting, utilising asset based approaches.*
- *Consideration of a community engagement model (drop in sessions) to signpost access to appropriate support options and assist in early help prevention strategies*
- *Positioning to drive the quality agenda*

All of these areas have been included in our Adult Social Care Service Delivery plan for 2019/20.



# Information and advice for all



Like every council in the country, we want to provide information and advice in a way that is easy for people to understand. Information and advice is fundamental to enable people, carers and families to take control of, and make well informed choices about their care and support and how they obtain it. Not only does information and advice help promote people's wellbeing by increasing their ability to exercise choice and control, it is also a vital component of preventing or delaying people's need for care and support.

We want to make it easy for people to get information about care and support services, as well as wider information that can help prevent care and support needs. This includes information about finance, health, housing and employment, as well as what to do if you are worried about the safety of a vulnerable person.

We aim to make sure that the information and advice we provide is accessible to all. We are continuing to improve the information available on our website: [www.barnsley.gov.uk/services/adult-health-and-social-care/](http://www.barnsley.gov.uk/services/adult-health-and-social-care/).

We follow the Government's Accessible Information Standard. This makes sure we give people with a disability, impairment or sensory

loss information they can easily understand, as well as any support they might need to communicate with our services.

We also offer other ways for people to access information and advice, such as: telephoning our social care customer access team (**01226 773300**), or picking up an older people's guide to social care in a library. We encourage people to use the Live Well Barnsley website: [www.livewellbarnsley.co.uk](http://www.livewellbarnsley.co.uk) which includes a wealth of information about activities that can help people look after themselves, stay independent and get involved in their communities.



# Information and advice for all

Our Adult Social Care customer access team provides a single point of access for people who want information or need support. There is a team of advisors who can quickly work out what information the caller needs, or find out who they need to speak to. In 2018/19, the team answered over 44,000 telephone calls. We monitor call waiting times to make sure people are able to talk to us when they need to without delay. We want to keep providing a good standard of service as the number of people contacting us continues to increase.

We can also help people who need care and support and find it difficult to understand or remember information, by providing them with an independent advocate. This helps to make sure they are fully involved in discussions about their care, whilst also helping to keep them safe. In Barnsley, Rethink Advocacy Service provides support for people with mental health needs, physical or sensory impairment, and older people.

See our website for more details:  
<https://www.barnsley.gov.uk/news/new-council-contract-for-advocacy-in-barnsley/>

## Our changing needs

People are living longer and the population is growing as a result. The council and NHS are having to support more people and the money available for this is not keeping pace. We have to find ways to make the best use of the money we have, as well as making sure we understand the future needs of the Barnsley population.

Here is the link to our current Borough Profile:  
<https://www.barnsley.gov.uk/services/our-council/research-data-and-statistics/our-borough-profile/>

We work with the NHS and voluntary and community sector to look at the current health and social care needs of Barnsley people, and identify what we can do to help address those needs. We want everyone in Barnsley to be able to be as healthy as possible, and to live in a place that encourages good neighbourliness and offers lots of opportunities for everyone to be part of the community. This will help to delay the need for social care, health care and support services.



## Live Well Barnsley case study from a Barnsley Community Support Officer

*'Live Well Barnsley'* aims to be the *'one-stop shop'* for all services, groups, activities and events for the people of Barnsley.

At a recent drop in session I was able to help a customer who was interested in craft groups in Goldthorpe. We were able to search together and found some groups of interest and with the help of the Digital Champion we also downloaded the 'app' to her phone for future use. She was also able to advise us of two other social groups that she attended that can be added to the Live Well Barnsley website.

The customer was very happy with the information she had found and felt confident to use the website herself as a reliable source of information.

# Information and advice for all

More information on how we plan to achieve this is included in our Health and Wellbeing strategy and the Barnsley Plan:

[www.barnsley.gov.uk/media/4161/barnsleys-health-wellbeing-strategy-pdf-final.pdf](http://www.barnsley.gov.uk/media/4161/barnsleys-health-wellbeing-strategy-pdf-final.pdf).

[www.barnsleyccg.nhs.uk/CCG%20Downloads/strategies%20policies%20and%20plans/Barnsley\\_Plan\\_2016.pdf](http://www.barnsleyccg.nhs.uk/CCG%20Downloads/strategies%20policies%20and%20plans/Barnsley_Plan_2016.pdf)

## The budget for adult social care

In 2018/19 the Council's net spend on adult social care (*after income and Government grant funding*) was £40.8 million which was £3.1 million less than in the previous year. The reduced net spend in 2018/19 reflects the increased level of external funding contributions and grant funding received from the Government as well as approved efficiencies achieved during the year. This is in spite of the increasing demands and rising cost of meeting the needs of those that require support.

Our budget for 2018/19 was increased to take account of additional costs, funded mainly through the social care council tax precept and additional Better Care Fund monies from the Government.

However, we need to save a further £0.4 million in 2019/20, due to the ongoing impact of the Government's austerity measures. The service will also need to effectively manage rising cost of care provision in order to remain within budget in 2019/20

The charts below show how we spent our money for adult social care and support in 2018/19.

## How much we spent in 2018-19 split by category of support

	NET (£'000)
Physical Support	10,601
Sensory Support	141
Support for Memory and Cognition	3,861
Learning Disability Support	15,173
Mental Health Support	2,310
Social Support: Support to Carer	440
Assistive Equipment and Technology	-102
Social Care Activities	5,762
Information and Early Intervention	366
Commissioning and Service Delivery	2,291
	<b>40,843</b>

## How Much we spent in 2018/19 split by type of services

	NET (£'000)
Assessment and Care	5,762
Residential and Nursing	7,815
Community-based Care	24,271
Information and Early Intervention	704
Commissioning and Service Delivery	2,291
	<b>40,843</b>

# Early help and support



Wherever possible, we want to prevent people from needing long term care and support services. This can be through access to information and advice, and to early help and preventative services.

Early help is about giving people the help they need as early as possible and supporting individuals, families and communities to do more for themselves. People may need early help at any point in their life. It can involve interventions early on in life, as well as interventions early in the development of a problem.

Giving people access to information and advice may help them think about their future and plan ahead. We all need to think about our needs in the coming years and how we can help ourselves to stay healthy, fit and well. We know that people live longer and have healthier lives if they have a good network of family and friends. That isn't the case for everyone unfortunately. When people don't have contact with family, friends, or neighbours, they often lead less healthy lives and can suffer from mental health problems.

Barnsley's population is ageing and the number of residents aged 65+ is projected to reach 60,800 by 2030, a change of 33% from 2016.

The 2011 Census showed that 13.0% of households in Barnsley contained residents aged 65+ years that were living alone and could be at risk of social isolation.

Approximately 1 in every 10 households in Barnsley during 2017 was experiencing fuel poverty due to low income and high energy costs. This is similar to the regional rate and slightly lower than the national rate. To help address loneliness and social isolation, our Area Councils and Ward Alliances, working with local councillors and community members, have made this a priority in many areas.

In the Dearne, the Area Council and Cities of Service fund a social inclusion project delivered by B-Friend. This project aims to reduce social isolation by working with volunteers in order to pair them with isolated residents.

The service also delivers three social groups per week in Bolton, Thurnscoe and Goldthorpe. These social groups are well attended and have proven to be beneficial in terms of inclusion for those that had no previous networks of support.

The South has a new contract with Age UK Barnsley which commenced this October to tackle social isolation.

# Early help and support

The contract employs two social inclusion workers to deliver two elements of the contract, 1 to 1 support to vulnerable, isolated older people and support to community groups to capacity build and to become more inclusive, promote positive messages and increase volunteer support.

The North East Area Council have commissioned Age UK Barnsley to work on a social isolation and dementia initiative, which is linking in with local Residential Care Homes and community groups to help with social isolation, information events to sign post elderly residents and their families to agencies which can help them, and raising awareness about dementia in the local communities including encouraging dementia friendly high streets.

The Ward Alliances in the North East Area Council also help to sponsor a dementia friendly café in Monk Bretton, a reading room project in Great Houghton, an elderly residents social group in Grimethorpe, Darby and Joan Clubs in Shafton and Royston, Chairotics and Tai Chi classes in the local communities, Walking Groups in Cudworth, Great Houghton and Grimethorpe, a Gardening Club in Royston, and Knit and Natter Clubs in Royston and Cudworth, Breakfast and Lunch Club in Lundwood, Bowling Clubs in Carlton and Royston, an Allotment Society in Cudworth, and a Canal Group in Royston.

The Penistone Social Inclusion project, funded by Penistone Area Council and delivered by Age UK Barnsley, can link local residents to groups and new friends in your community.

Due to the rural nature of the Penistone area it can be quite difficult to get out and about, particularly using public transport so the area council facilitates a Community Car Scheme, we can help residents to use community transport services provided by Barnsley Dial-a-Ride or we can introduce residents to the Community Car Scheme which operates in the Penistone area where a volunteer driver will provide transport in their own car – the cost to the resident being to cover the car fuel costs. The resident can travel to places such as the hairdresser, the shops, the doctor or hospital or simply be taken out to visit a friend. The drivers are all trained volunteers and have patience and understanding of individual needs.

In the North's Area Council and Ward Alliance there is DIAL's Warm Connections which is a service providing emotional and practical support to isolated and vulnerable residents of North Area Council. Anyone referred to Warm Connections will receive a home visit by a Social Inclusion Worker who will work with them to identify their needs or concerns and agree an action plan to connect them into their community. They may be introduced to a Volunteer Community Befriender

who will build a relationship with them and provide friendship and support for up to 8 weeks. Warm Connections is a service providing practical advice and support to energy vulnerable residents of North Area Council.

DIAL hour bank North is a community time-bank with the aim of bringing local people together to share skills and time.

Move It Or Lose It which is a gentle exercise class that takes place five times a week and encourages people to come together to undertake exercise but also to get people out of the house and to reduce social isolation.

Ward Alliances also support activities that can make a big difference. With the support of small funding grants, local volunteers are making a big difference to the lives of many people by creating many valuable opportunities.

For more information on the work of Area Councils and Ward Alliances, visit:

<https://www.barnsley.gov.uk/services/community-and-volunteering/your-local-area-and-ward/>



# The right services for you at the right time



## Adult Social Care

People can contact adult social care for support through our customer access team on **01226 773300**. The team will find out a bit more about what is needed and then will either give information and advice, if this is all that is required, or put the person through to the right social work team. A social worker may then arrange to do an assessment of the person's needs and to discuss the kind of support that can be offered.

We aim to complete assessments within 28 days or less from the original contact. In 2018/19 we achieved that for 79.1% of our assessments. We want to complete 82% or more within 28 days in 2019/20. We also review the support plans we put in place on an annual basis as a minimum. In 2018/19 77.4% of people who had a support plan in place for a year or more had a review. For 2019/20 we have set a target of 83% and are very confident that we will achieve this.

For more information about the types of services and help that can be offered please see:  
<https://www.barnsley.gov.uk/services/adult-health-and-social-care/>

For people who do need to access social care services, we need to make sure they understand how social care is charged for and that they know what it might cost them to access services. [www.barnsley.gov.uk/services/adult-health-and-social-care/how-to-get-help/having-a-financial-assessment/](http://www.barnsley.gov.uk/services/adult-health-and-social-care/how-to-get-help/having-a-financial-assessment/)

# The right services for you at the right time

## Quality Assurance in Adult Social Care

What should quality look like?



The Government has launched 'Quality Matters', an initiative to improve the quality of adult social care. The Quality Matters initiative is jointly led by partners from across the adult social care sector.

It sets out a shared commitment to achieve high quality adult social care for service users, families,

carers and everyone working in the sector. Barnsley Adult Social Care takes the quality of its support very seriously and is fully committed to maintaining and improving the quality of all the support and services for which it is responsible.

In October 2018 we established a new Quality Assurance and Service Improvement Team.

The objectives of the team are to:

- *Develop , implement and manage a service wide quality assurance framework*
- *Monitor and evaluate the quality of assessment and care management and safeguarding practice supporting service users , managers and multi-agency boards in their role as responsible leads for service delivery in Barnsley.*
- *Drive improvement planning including developing policies, procedures and action plans, reviewing business and system processes, social work development, and working alongside Social Care Practitioners to develop best practice*
- *Deliver a programme of improvement projects*
- *Ensure Care Act compliance and respond to any changes in legislation.*
- *Ensure maximisation of income recovery from partner organisations*

The Quality Assurance and Service Improvement team is positively impacting on the quality of adult social care delivery and works to a continuous cycle of improvement.

The team is committed to co-production and active involvement and consultation with people who use our services.





# The right services for you at the right time



## The Joint Commissioning Team

The Joint (Adult Social Care and Health) Commissioning Team is made up of Commissioners who are responsible for gathering information about the needs of the people of Barnsley and making sure services are available to meet those needs and Contracts Officers who monitor the quality of services being provided.

We regularly review services to make sure they are of high quality and delivering the right outcomes for people. We have a team that works jointly with the local Clinical Commissioning Group to do this. This team looks at the needs of the Barnsley adult population and buys in the services that help to meet those needs, as well as making sure there is a diverse and sustainable market of care and support providers in Barnsley. We are required by the Government to make sure people have a wide range of care and support options to choose from in Barnsley. We can only do this if we fully understand what care is needed and being provided. Where we think that the needs of some people are not being met, we work with our partners to see how things could be done differently.

The team also keep a check on the performance of services we fund to make sure they are delivering what we expect. One example is care homes. There are 48 care homes in Barnsley who have a contract with the Council. Since January 2019 we have done a full quality check on 29 homes and carried out 85 responsive visits, these are visits we do when we receive information about a home that we think we need to check.

When we do a full check in a home we look at things like their policies and procedures, we talk to the people that live and work there and we spend time in the home seeing how things get done. Where we think things can be done differently or better we work with the home to make changes.

In some cases we do joint visits with people from the health service or social workers.

In 2019, the CQC have rated 60% of care homes in Barnsley either 'Good' or 'outstanding'. This is the lowest in Yorkshire and therefore needs addressing. To oversee and secure necessary improvements, we have developed a Multi-Agency Quality Board and are working closely with providers.

In the last year the team have been looking at a new contract for specialist residential homes and have been out to the market to identify a new provider in one of our learning disability residential respite services.

In the next year we will be refreshing our commissioning plans for all of our service user groups to make sure the things we are doing reflect the needs of the local population and what people are telling us they would like to see.

We will be going out to market for 3 big contracts including putting care into 2 of the boroughs extra care schemes, a new contract for our residential and nursing care homes, and a new contract for homecare providers.

We will also be looking at day services for older people and working with the Councils in house provider looking at the services they offer.



# Helping family & friends care for others



Nationally, one in every eight people cares for someone. This is care that is provided by family members or friends. In Barnsley, the Census tells us that there are at least 27,000 people who provide this kind of care for others.

Carers can struggle to stay in full time work due to their caring responsibilities. Their physical and mental health can suffer as well. We know that carers in Barnsley are more likely to say they don't have enough social contact, which could also affect their health.

It is therefore very important that we assess the needs of carers, as well as the needs of the people they care for. This helps to make sure that carers get the help and support they need to carry out their caring role. We want to make sure that we reach more carers in Barnsley to find out what their needs are. Our carers strategy called Barnsley Cares, is available via this link: <https://barnsley.gov.uk/media/6292/carers-strategy-2017-2020.pdf>

It focuses on the following three aims for carers:

## **Informed and empowered**

*This means carers having the information they need, as well as knowing where to go for help and advice.*

## **Individually resilient**

*Making sure the needs of carers are met, and that they can stay well and enjoy a healthy life, whilst being able to care for the person they care for.*

## **Providing high-quality care**

*Having the right skills and support to be an effective carer, and being recognised as the main contributor of care and support for the person you care for.*

## **Barnsley Carers Service**

Following consultation and a competitive procurement exercise, in August 2018 we awarded a contract to **'Making Space'** to deliver the new **Barnsley Carers Service**.

Barnsley Carers Service provides information, advice and support to improve the mental, physical, emotional and economic well-being of carers, so they can continue in their caring role, look after their own health and wellbeing and also have a life of their own in terms of opportunities for work, training, education, leisure and social interaction.

The service also has a preventative focus ensuring Carers are able to access appropriate information and support as early as possible to help them improve their health and wellbeing, and to prevent any problems they may be facing from getting worse or reaching a crisis point.

# Helping family & friends care for others

The Service has a central hub based at Priory Campus and also delivers information, advice and support through a number of community venues across the borough.

Between 1 August 2018 and 31 March 2019, 519 carers accessed the service for a range of support including information and advice, group work, drop in activities/peer support groups and 1:1 support.

A review of the Barnsley Carers Service will be undertaken in 2019/20 to ensure the service is providing the right support and meeting the needs of unpaid carers. The review will include an evaluation of the current provision offered and consultation will take place with carers and stakeholders to seek their views and experiences of the service.

See our website for more details of the support available for carers:

<https://www.barnsley.gov.uk/services/adult-health-and-social-care/support-for-carers/>

## Case Study

### Barnsley Carers Service

Mrs X cares for her husband who suffered a stroke. Mr X has since had surgery to relieve a blockage in his carotid artery but it has left him with some left sided weakness, hearing problems and slightly poor mobility.

Mr X has surrendered his driving licence which has meant the couple feel quite isolated. Mr and Mrs X had quite an active social life before Mr X became ill so the isolation has meant that they are both feeling quite down in their mood. Barnsley Carers Service visited Mr and Mrs X to discuss their situation and offer advice and support.

Mrs X informed the Carers Service that Mr X was struggling to hear the house phone and doorbell. They were also struggling to get up the front step due to Mr X's poor mobility. To help with these issues the Carers Service made a referral to the Barnsley Equipment and Adaptations Team and the Sensory Team so that they could visit the couple and provide assistance. During the visit the Carers Service contacted Dodworth

library to ask about information regarding local activities that Mr and Mrs X could attend. Mrs X was also given information for the Live Well Barnsley website which details activities and groups in the Barnsley area and given some information about the Carers Service therapy sessions and coffee and chat mornings.

Mrs X said that due to Mr X's mobility and surrendering his drivers licence they had been using taxis if they needed to go out although the taxi fares were proving quite expensive. The Carers Service gave them a registration form for Dial a Ride to help with transportation issues and also advised that she phoned DIAL Barnsley to find out if there were any benefits that Mrs X was entitled to such as attendance allowance to help with their finances.

The couple were also given an application form to apply for a carers support payment as Mrs X had expressed they would like a short break to alleviate stress. At the end of the home visit Mrs X said she was very grateful for all the information provided and said she hoped it would help her care for Mr X more effectively.

The Carers Service revisited Mr and Mrs X a couple of weeks later. Mrs X had been very proactive in her approach

to addressing some of the isolation issues and caring difficulties. Mrs X said that someone from the Equipment and Adaptations team was visiting their property the next day to fit a handrail. She also said that they were now on a waiting list for the Sensory Team to visit them and Mrs X had contacted DIAL Barnsley who had sent her some benefit forms to complete. Since the last visit from the Carers Service Mr and Mrs X had attended a few local groups including AGE UK and Butterflies, they had also registered with Dial a Ride in hope that this would further support them to attend local groups and activities. Mrs X had also completed her application for a Carers Support Payment which was subsequently approved and provided them with £250 to use to take a short break.

Mrs and Mrs X have come a long way since initially contacting the Barnsley Carers Service. They felt low and isolated not knowing where to turn. Mrs X now informs that they feel much more positive about the future as they are getting out more and learning to adapt to their new way of life with positivity and confidence. Mrs X has also attended a couple of massage therapy sessions at the Barnsley Carers Service which have helped her to relax.





# Keeping adults safe

We believe everyone has a right to feel safe and live without fear of abuse, neglect or exploitation. Our priority is to protect vulnerable adults who live in Barnsley, promote their wellbeing, and reduce the risk of harm for those with care and support needs.

We work with our partners on the Safeguarding Adults Board to make Barnsley a safe place to live, and protect adults who may be at risk. We have recently improved our website for adult safeguarding, which is available via this link: [www.barnsley.gov.uk/services/children-families-and-education/safeguarding-families-in-barnsley/safeguarding-adults-in-barnsley/barnsley-safeguarding-adults-board](http://www.barnsley.gov.uk/services/children-families-and-education/safeguarding-families-in-barnsley/safeguarding-adults-in-barnsley/barnsley-safeguarding-adults-board)

The Board produces an annual report. This sets out what the Board has done to prevent abuse and harm and to protect adults who have been hurt or abused. The latest report is available via this link: <https://www.barnsley.gov.uk/media/9131/bsab-report-17-18.pdf>

[www.barnsley.gov.uk/media/12229/safeguarding-adults-annual-report-2018-19.pdf](http://www.barnsley.gov.uk/media/12229/safeguarding-adults-annual-report-2018-19.pdf)

The annual report includes performance information, some of which we also provide to the Board more regularly. It also includes findings from our annual survey with social care users. This highlights that more people who use services feel safe in Barnsley, when compared to other areas. It also highlights that more people who use services feel those services have helped them to feel safe and secure, when compared to other areas.

One of the Board's main priorities is "*Making Safeguarding Personal*". This means putting vulnerable adults at the centre of all our work to help keep them safe. We have improved our business processes to help us demonstrate more clearly that we are achieving this.



# Keeping adults safe

In 2018/19, we received 1724 safeguarding concerns. All of these concerns were considered by an Adult Social Care Safeguarding Manager. In each case, a decision was made about what action was needed, including:

- **No further action because the adult was not harmed, did not want further action or was not a 'vulnerable' adult (vulnerable adult has a specific definition under the Care Act 2014)**
- **Providing or reviewing a care package or referring on to another service (for example domestic violence support service)**
- **Starting a formal safeguarding enquiry (Section 42 enquiry)**

Of the 1724 adult safeguarding concerns we received, 437 resulted in Section 42 enquiries. This is where we decide that we need to make enquiries if we believe an adult is experiencing, or at risk of, abuse or neglect. We concluded 286 Section 42 enquiries during the year and we either removed or reduced the risk in 93.5% of cases. More information on this is available in the annual report.

We use the Mental Capacity Act to support people who cannot make decisions because of their conditions. More information is available via this link: [www.barnsley.gov.uk/services/adult-health-and-social-care/looking-after-your-health/mental-health-services/the-mental-capacity-act/](http://www.barnsley.gov.uk/services/adult-health-and-social-care/looking-after-your-health/mental-health-services/the-mental-capacity-act/)

The Mental Capacity Act includes the Deprivation of Liberty Safeguards (DoLS). We need to consider very carefully any decisions to restrict someone's liberty. An example would be preventing a resident with dementia from wandering outside and getting lost. Any decisions we make need to be the least restrictive, and in the best interest of the person. The number of DoLS applications we received and completed in 2018/19 was in line with other areas similar to Barnsley.

The council's Safer Neighbourhoods Service works alongside the Police and partners in communities to tackle local issues. This helps us to provide better support to vulnerable people and families

Our Safer Neighbourhoods Teams also help us to safeguard vulnerable adults in Barnsley. These teams work with local communities to identify adults and families who may be at risk of harm. They aim to support people as early as possible, to prevent further problems. More information is available via this link: [www.barnsley.gov.uk/services/community-safety-and-crime/safer-neighbourhood-teams/](http://www.barnsley.gov.uk/services/community-safety-and-crime/safer-neighbourhood-teams/)

Our assistive living technology can help people to feel safer and supported in their own home. We have a wide range of easy to use equipment and technology that we can install and demonstrate to our customers. Tailored to meet specific need, we provide solutions to give customers and their families peace of mind around the clock. Our teams meet with potential customers and their families to understand individual needs. In 2018/19 we installed 1068 assisted living packages and attended 3961 response visits.

More information is available via this link. <https://www.barnsley.gov.uk/services/adult-health-and-social-care/help-to-live-at-home/telecare-alarms/>

# Listening to, and acting on your views

It's important to us that we understand what people who use our services think about them. There are lots of ways that people can let us know their views. This includes making a complaint, passing on feedback or a compliment, or taking part in a survey.

In 2018/19, we received 502 compliments for the whole council. 43 of those related to adult social care services. We received a total of 333 complaints last year, 29 of which related to adult social care services. The majority of these 29 complaints were made by customers receiving the service and were regarding procedural/practice issues. We usually support over 3,000 people at any given time, therefore this is a very small number. We think we should be receiving more feedback, both positive and negative. This would help us to continually improve how we work. There are lots of ways that people can give us feedback, most of which are included on the following page of our website:

[www.barnsley.gov.uk/have-your-say/complaints-compliments-and-suggestions/](http://www.barnsley.gov.uk/have-your-say/complaints-compliments-and-suggestions/)

We meet with care providers (care homes and home care) at a regular forum to share information and good practice, provide training and highlight any issues we need to improve.

We contact some of the people we support to ask them to complete annual surveys about their

**One of our customers who was happy with their support told us:**

*'Thank you, to the social worker for making me safe, thank you for making me happy, and thank you for placing me with other people'.*

**Another customer explained that:**

*'they were pleased with the support offered to them and that they found the staff member very helpful and a pleasure to work with. The customer explained that they had never been involved with social care before and this experience was very positive'*

experiences of accessing care and support. This includes people accessing services, as well as the people that care for them. The information we get back from these surveys helps us to identify where we need to improve our services.

## Adult Social Care Users Survey 2018/19

The Personal Social Services Adult Social Care Survey (ASCS) is an annual survey for England that took place for the ninth time in 2018/19.

This forms part of the Adult Social Care Outcomes Framework (ASCOF) which is a national set of performance indicators that all local authorities must report on (see page 4).

The survey asks people who are over 18 and use adult social care about their experiences. The questionnaire looks at how these services are helping people to live safely and independently in their own homes. .

In Barnsley 372 out of a sample of 1,072 Service Users responded to the survey, which is a response rate of 34.7% (compared to 29.5% in 2017/18).

All the ASCOF indicators, including those derived from the results of this survey, are compared with our statistical neighbours average and the England average. (see page 4)



# Listening to, and acting on your views

Barnsley's performance is above that of both England and our statistical neighbours averages in 19 out of the 22 performance measures. Particularly pleasing is our performance relating to:

- **Overall satisfaction of people who use services with their care and support.** Barnsley performance at 74.7% is considerably higher than the national and statistical neighbour averages of 64%
- **The proportion of people who use services who reported that they had as much social contact as they would like.** Barnsley is the second highest performing area nationally and the highest among both regional and statistical neighbours.
- **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%.
- **The proportion of people who use services who have control over their daily lives** is 7% above the national average.
- **Delayed transfers of care from hospital.** As a system Barnsley is the second best performing nationally and best regionally for this indicator.
- Barnsley's performance remains well above the national average for the **proportion of service users and carers who receive Direct Payments.**

There are 3 areas where our performance is below our comparators which we are working hard to address:

1. **The proportion of Adults with a learning disability in paid employment** – we are continuing to strengthen the Employment and Volunteering Service for people with a learning disability. Our performance has shown a steady improvement over the past few years (2.2% in 2016/17, 2.4% in 2017/18, 3.6% in 2017/18) and as at November 2019 had increased to 5.6 %.
2. **Long term support needs of older adults aged 65 and over met by admission to residential or nursing care homes** – although our performance at 814.2 per 100,000 population is 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.
3. **The proportion of older people aged 65 and over who received reablement/rehabilitation services after discharge from hospital** – Barnsley currently only counts the number of older people who go through the council's own Reablement Service and not those people who receive rehabilitation through Intermediate Care. Work is taking place to capture this information so that our future performance statistics are more comparable with other local authorities.

## Carers Survey 2018/19

Every two years local authorities are required to carry out a survey about the outcomes and quality of support for carers in their borough.

This is also part of the Adult Social Care Outcomes Framework (ASCOF) Barnsley Council completed an ASCOF Carers Survey in 2018/19.

The outcome was relatively positive with Barnsley being generally comparable with its statistical neighbours and with national statistics. Some areas for improvement were identified which included:

- Increasing carers social contact time
- Increasing the satisfaction of carers with adult social care
- Increasing the proportion of carers who are included or consulted in discussions about the cared for person (with consent)
- Increasing carers access to information and support

However it needs to be noted that the survey was carried out prior to the commencement of our new Barnsley Carers Service which was commissioned in order to deliver improved support to carers. Please see carer's story on page 16.

# Services and people working together

One of the ways we can improve our services is by working closely with our partners, like the NHS and the Police. If we all work towards the same goals and use our resources jointly, we have a better chance of making a difference.

Our Health and Wellbeing strategy provides more information about how we work together with our partners to address local priorities. The strategy is available via this link: [www.barnsley.gov.uk/media/4161/barnsleys-health-wellbeing-strategy-pdf-final.pdf](http://www.barnsley.gov.uk/media/4161/barnsleys-health-wellbeing-strategy-pdf-final.pdf)

On a daily basis, we work closely with Barnsley Hospital to make sure people who are discharged from hospital receive the most appropriate support. If we get this right, it makes it less likely that people will end up back in hospital or stay longer than they need to. This improves patient experience, by preventing unnecessary admissions and reducing the number of people waiting to be discharged.

Very few patients have their discharge from hospital delayed in Barnsley. In most cases, our services are available when people need them. Barnsley is one of the best performing areas in the country for minimising hospital discharge delays. This includes delays caused by the hospital, as well as those caused by adult social care services.

Reablement supports people to regain skills and confidence in everyday tasks both at home and in the community. Reablement offers short term supports geared to individual needs for up to six weeks, allowing people to get back to doing things for themselves in a way that is realistic and safe.

We carry out initial assessments to establish current skills and abilities and agree individual goals. The assessment will take into consideration what people are looking to achieve against what they were able to do prior to a hospital admission or change in circumstances. We then develop individual plans that are updated regularly. We will also make recommendations and referrals to other services, with an individual's permission, that may also benefit them.

In 2018/19 629 people completed the Reablement pathway, of those 54.1% did not have any ongoing care needs.

# Glossary

## **The Adult Social Care Outcomes Framework (ASCOF)**

This is a national set of performance indicators that all councils must report on. For further information on the indicator definitions please see 'The Adult Social Care Outcomes Framework 2018/19 Handbook of Definitions', which is available at the following link:  
<https://www.gov.uk/government/publications/adult-social-care-outcomes-framework-handbook-of-definitions>

## **Area Council**

There are six area councils in Barnsley. Each is made up of locally elected councillors. They use a range of information to help them set the priorities for the area. These priorities make up the area plan, which outlines what needs to happen, how it can be done, who'll do it, and what it might cost.

## **Census**

This is a national survey of the United Kingdom population, which takes place every 10 years.

## **Direct Payments**

This is money that goes to an individual to allow them to arrange their own care and support.

## **Outcome**

The changes, benefits or other results that happen as a result of getting support from social care.

## **Preventative Services**

These are services that aim to address issues at an early stage, before they get to the point where more intensive and more costly services are needed.

## **Primary / Secondary Mental health services**

Primary mental healthcare providers deal with people suffering from mild to moderate mental health problems. Treatment may consist of counselling from a psychologist or psychotherapist, or some form of online mental health support.

People with more serious or complex psychiatric disorders, are referred to secondary mental health care.

## **Proportion of adults with learning disabilities in paid employment**

The measure shows the proportion of adults of working age with a primary support reason of learning disability support who are 'known to the council' (i.e who receive long term support from social care during the year), who are recorded as being in paid employment.

## **Proportion of older people who received reablement / rehabilitation services after discharge from hospital**

The measure looks at the number of older people who have been discharged from hospital and received reablement and/or rehabilitation services.

## **Reablement**

Short-term, intensive therapy and care to help them regain daily living skills such as getting up, getting dressed and preparing meals and having the confidence to manage independent daily living.

## **Residential or Nursing care**

Care provided in a registered care home.

# Glossary

## **Safeguarding**

Safeguarding is the term used to explain how partners work together to protect vulnerable adults from self-neglect, abuse, ill-treatment and exploitation.

Abuse can take many forms such as physical, sexual, emotional, neglect or financial, and can take place in many different settings.

## **Sector led improvement**

This is an approach to checking on and improving performance where local authorities come together to agree what is important and put in processes to check and support improvements in each area.

## **Self-directed support**

Support that a person chooses organises and controls to meet their needs in a way that suits them, using an individual or personal budget.

## **Social Care Council Tax Precept**

The Government has allowed councils that provide adult social care to increase their Council Tax charges to provide additional funding. This is called the adult social care precept and can only be used to fund adult social care.

## **Social Care related quality of life**

This measure gives an overarching view of the quality of life of users of social care and is an average quality of life score based on responses to the Adult Social Care Survey.

## **Statistical neighbours**

These are other councils that have similar types of characteristics to Barnsley eg: demographic make up and level of deprivation.

## **Voluntary sector**

A term used to describe those organisations that focus on wider public benefit as opposed to statutory service delivery or profit. They are also known as Third Sector or not-for-profit organisations.

## **Ward Alliance**

These are groups of people who have put themselves forward to help improve the communities they live in. They work with local councillors to determine what the priorities are for the area.