

Adult Social Care

Local Account 2024-2025



Barnsley – the place
of possibilities.



BARNSLEY
Metropolitan Borough Council

Introduction

Welcome to our Local Account.

This document tells you how well our Adult Social Care services performed in 2024/25 and describes how we plan to further improve them.

This Local Account looks back at our performance during 2024/25, using Adult Social Care Outcomes Framework (ASCOF) data which is published by the Department of Health and Social Care. This data shows us how we are doing and how we compare with other councils nationally and regionally.

We recognise that this data reflects a specific point in time, and since this period we have continued to develop and improve our services. We have used this insight, alongside more recent learning, to shape our priorities and improvement work for 2025/26, which will be reviewed in our next Local Account.

Our priority is to help people in Barnsley access the care and support they need at the right time and in the right place

The report has been structured around the Care Quality Commission Assurance Framework for Local Authorities. To find out more about the Care Quality Commission Assurance Framework for Local Authorities, visit [cqc.org.uk](https://www.cqc.org.uk).

Co-production and engagement

Barnsley Council and the Together for Better Care group have worked together to consult and co-produce our Local Account report for 2024/25.

The report highlights some areas in Barnsley that we are proud of and what we need to improve. Through information sessions, the group provide their views and feedback, which is reflected in our Local Account.

We hope that continuing to co-produce the Local Account will transform the report into a useful resource to help us build on what works well for people in Barnsley and continue tracking improvements and challenges in the future.



Contents

Welcome and introduction	2
Key facts and figures	5
Local Account highlights	9
Working with people	11
Providing support	22
Safety in the system	31
Leadership	37
Get involved and feedback	44

Foreword

Hello, I'm Katy Calvin-Thomas, and I'm proud to introduce Barnsley Council's Adult Social Care Local Account for 2024/25.

Every year, Barnsley Council produces an Adult Social Care Local Account. This helps us look back at the year and understand how our services are working for people in Barnsley.

We look at national data and local information to understand what we are doing well and where we need to improve. This helps us make sure people get the right support at the right time so they can live happy, healthy, and independent lives.

There's lots to be proud of this year. People have told us that they are happy with the care and support they receive, and that they feel listened to and involved in decisions about their lives. Our staff work very hard every day to support people with care, kindness and respect, and I would like to thank them for the important work they do.

I would also like to say a big thank you to the Together for Better Care group. This group is made up of people with lived experience who have worked alongside us to help produce this Local Account. Their views and experiences help us understand what matters most and encourage us to keep improving.

We know there are still areas where we need to do better. This includes developing more preventive measures to help people stay independent at home for longer without the need for residential care, making financial assessments easier to understand, and making sure people can find clear, helpful information and advice when they need it.

We hope you find this Local Account useful and that it helps you understand Adult Social Care in Barnsley.

If you have any ideas or feedback, we would love to hear from you. Let's keep working together to make Adult Social Care in Barnsley even better.



Katy Calvin-Thomas

**Executive Director of Place
Health and Adult Social Care**

A background image showing two hands, one from the left and one from the right, with fingers interlaced to form a heart shape. The image is dimly lit with a purple and blue color cast.

**We all want to live
in the place we
call home, with
the people and
things we love,
in communities
where we look out
for one another,
doing things that
matter to us
[#socialcarefuture.](#)**

This section brings together key information about Adult Social Care in Barnsley for 2024/25. It includes how we spent our budget, how well we performed against national measures (including Adult Social Care Outcomes Framework), and how our results compare with other councils. Here's a breakdown of our spending over the past year.

How much did we spend in 2024-25 by category of support	Net (£'000)
Physical and sensory support	22,368
Support for memory and cognition	9,058
Learning disability support	29,454
Mental health support	5,149
Social support: support to carers	1,108
Social care activities	10,224
Information and early intervention	1,319
Commissioning and service delivery	1,639
Social support: asylum seeker support	502
	80,821

How much did we spend in 2024-25 by type of service	Net (£'000)
Assessment and care	10,224
Residential and nursing	28,698
Community-based care	37,331
Information and early intervention	2,929
Commissioning and service delivery	1,639
	80,821



How we performed in 2024/25

You can see how well we did as part of Department of Health and Social Care - Adult Social Care Outcomes Framework (ASCOF).



1A: Social care-related quality of life score	Barnsley	19.8
	England	19.1
	Statistical Neighbour	19.3
	Ranking	6
1B: Quality of life of people who use services	Barnsley	0.454
	England	0.419
	Statistical Neighbour	0.424
	Ranking	9
1C: Quality of life of carers	Barnsley	7.4
	England	7.3
	Statistical Neighbour	7.3
	Ranking	45
1D: Overall satisfaction of people who use services with their care and support	Barnsley	67.9%
	England	65.2%
	Statistical Neighbour	66.8%
	Ranking	39
1E: Overall satisfaction of carers with social services (for them and for the person they care for)	Barnsley	43.2%
	England	36.7%
	Statistical Neighbour	36.4%
	Ranking	34
2A: The proportion of people who received short-term services during the year, who previously were not receiving services, where no further request was made for ongoing support	Barnsley	69.3%
	England	77.1%
	Statistical Neighbour	74.2%
	Ranking	94
2B: The number of adults aged 18 to 64 whose long-term support needs are met by admission to residential and nursing care homes (per 100,000 population)	Barnsley	28.8%
	England	17%
	Statistical Neighbour	17.6%
	Ranking	139
2C: The number of adults aged 65 and over whose long-term support needs are met by admission to residential and nursing care homes (per 100,000 population)	Barnsley	809.3
	England	592.5
	Statistical Neighbour	631.6
	Ranking	138

2D1: Proportion of older people (aged 65 and over) who were still at home 91 days after discharge from hospital into reablement/rehabilitation services	Barnsley	52.1%
	England	60.7%
	Statistical Neighbour	59.0%
	Ranking	131
2D2: Proportion of older people (aged 65 and over) offered reablement services following discharge from hospital	Barnsley	3.9%
	England	5.7%
	Statistical Neighbour	3.7%
	Ranking	88
2E: The proportion of people who receive long-term support who live in their home or with family	Barnsley	85.2%
	England	81.4%
	Statistical Neighbour	80.1%
	Ranking	57
3A: The proportion of people who use services who report having control over their daily life	Barnsley	81%
	England	77.4%
	Statistical Neighbour	78.6%
	Ranking	29
3B: The proportion of carers who report that they have been involved in discussions about the person they care for	Barnsley	72.2%
	England	66.4%
	Statistical Neighbour	67.7%
	Ranking	25
3C1: The proportion of people and carers who use services who have found it easy to find information about services and/or support	Barnsley	70.2%
	England	67.8%
	Statistical Neighbour	69.7%
	Ranking	56
3C2: Proportion of carers who find it easy to find information about services	Barnsley	60%
	England	59.1%
	Statistical Neighbour	60%
	Ranking	72
3D1A: Proportion of people who use services who receive self-directed support	Barnsley	30.3%
	England	82.4%
	Statistical Neighbour	90.9%
	Ranking	131
3D2A: Proportion of people using social care who receive direct payments	Barnsley	30.3%
	England	24.5%
	Statistical Neighbour	28.1%
	Ranking	35
4A: The proportion of people who use services who feel safe	Barnsley	71.8%
	England	70.2%
	Statistical Neighbour	71.7%
	Ranking	59

4B: The proportion of section 42 safeguarding enquiries where a risk was identified, and the reported outcome was that this risk was reduced or removed	Barnsley	94.6%
	England	91.2%
	Statistical Neighbour	93.5%
	Ranking	47
5A1: Proportion of people who use services who reported that they had as much social contact as they would like	Barnsley	47%
	England	45.4%
	Statistical Neighbour	48.1%
	Ranking	64
5A2: Proportion of carers who reported that they had as much social contact as they would like	Barnsley	31.3%
	England	30%
	Statistical Neighbour	32%
	Ranking	54
6A: The proportion of staff in the formal care workforce leaving their role in the past 12 months	Barnsley	15.1%
	England	23.7%
	Statistical Neighbour	24.4%
	Ranking	21
6B: The percentage of adult social care providers rated good or outstanding by CQC	Barnsley	78.3%
	England	82%
	Statistical Neighbour	79%
	Ranking	108

Local Account highlights

What we are proud of

How much people feel involved in their care

In Barnsley, 81% of people who use our services say they have control over their daily lives. This puts us 29th highest among councils nationally.

We also perform well for carers, with 72.2% saying they feel involved in discussions about the person they care for.

Together, these results show that people feel listened to and included in decisions about their care and support. They reflect our strengths-based, person-centred approach, where people and carers are actively involved in shaping the support they receive.



Overall satisfaction of people and carers

Barnsley's performance for the satisfaction of people who use our services was 67.9%. This is higher than the national average of 65.2% and ranks us 39th highest-performing council in the country.

The overall satisfaction of carers is 43.2%, which is above the national average of 36.4%. This ranks us 34th nationally.



Quality of life score

Barnsley consistently scores highly on quality of life measures for Adult Social Care.

Our social care-related quality-of-life score is 19.8, ranking us sixth nationally.

The overall quality of life score for people who use Adult Social Care services is 0.45, placing Barnsley ninth highest among councils.

The quality-of-life score for carers is 7.4, ranking us 45th nationally.

These results show that people who use Adult Social Care services in Barnsley report a good quality of life compared with other areas. This is an area where we consistently perform well, suggesting our services are helping people to live well and achieve the outcomes that matter to them.



A stable, consistent care workforce

Staff turnover remains low at 15.1%, below the national average of 23.7%. This ranks Barnsley as the -21st-highest-performing council nationally.

Our staff feedback indicated that our culture is supportive, positive, and collaborative, and that their teams have a wide variety of knowledge and experience that helps them in their roles.

This demonstrates a stable, experienced workforce that ensures consistent, continuous care for people who use services. Feedback from staff suggests our approach to leadership, teamwork and workplace culture is helping to retain staff.



Where we need to improve

How easy people and carers find it to access information and advice

In Barnsley, 70.2% of people and carers find it easy to access information about our services. This is an improvement from last year (67.5%) and ranks us 56th nationally.

For carers, 60% say it is easy to access information. This is similar to last year, placing Barnsley 72nd nationally.

Although we have seen some improvement, we know this is still an area where we can do better. We are continuing to improve our information and advice by developing materials in different formats and creating clearer guides and digital support for carers.

Our Together for Better Care group will help us improve financial assessment information by developing clearer letters and information packs. We will also review our operating model to improve how people access support, including exploring more self-service options.



Older people who remained at home 91 days after leaving the hospital

Our performance has decreased to 52.1% from 68.7% in 2023/34. This ranks us 131th nationally. However, due to national changes in how reablement outcomes are recorded and returned, the data is not comparable to previous years.

We are focused on improving this figure. Over the past year, we have made changes to how reablement is delivered, developing clearer community pathways, improving triage and working with partners. These improvements aim to help more people regain independence and remain at home after hospital discharge.



Operating model and workforce capacity

Feedback from staff focus groups showed that staff are experiencing high workloads and increasingly complex cases. Feedback from our people survey also highlighted that some people find the system difficult to navigate and experience communication challenges.

To address this, our focus over the coming years is to review and improve our operating model. This will include updating pathways, processes and ways of working to help manage increasing demand, reduce pressure on staff and ensure people experience clearer, more seamless access to care and support.



Long-term support needs of adults delivered by residential and nursing care homes

Our performance for 18-64-year-olds is 28.8 per 100,000 population, ranking us 139th nationally. For older adults (65+), our performance is 809.3 per 100,000, which ranks us 138th nationally.

We continue to work hard to help people remain as independent as possible and stay in their own homes for longer. Our home-first approach focuses on supporting people in returning home and regaining independence wherever possible. We have also improved reablement pathways and are strengthening our market shaping activity to increase community-based options and give social workers and families more alternatives to long-term residential care.

Alongside this, we have developed our new Prevention Strategy, which focuses on early support, preventative services and promoting independence with the aim of reducing reliance on long-term residential and nursing care in the future.





Working with people

We want people's care and support to reflect their right to choice, build on their strengths and reflect what they want to achieve and how they wish to live their lives.



Assessing needs, including our unpaid carers

Our priority is to help people in Barnsley access all the care and support they need at the right time and in the right place.

When you contact Adult Social Care, our Initial Response Team will be your first point of help.

They will talk with you about what you are experiencing and what you want to achieve. Their aim is to make sure your support is shaped by you and builds on the things you can already do.

Social care-related quality of life score

2024/25: **19.7**
2023/24: **19.7**

Contacts received

2024/25: **26,679**
2023/24: **25,816**



Pathway of contacts requiring further action:

Assessment and care management: **42%**
Deprivation of Liberty Safeguards (DoLS): **6%**
Equipment and adaptations: **17%**
Reablement: **6%**
Safeguarding: **29%**

If you need support from Adult Social Care, they will make sure your care is shaped by you.

A social worker or social care practitioner will talk to you about your goals. These conversations will focus on what matters to you and what affects your wellbeing, safety and independence.

If you need a package of care and support, they will work with you to create it together. This plan will be built around the things you've said matter most to you.

Assessments completed within 28 days from initial contact

2024/25: **59.7%**
2023/24: **54.4%**

Total number of completed Care Act assessments

2024/25: **1,787**
2023/24: **1,926**

Carers assessments completed

2024/25 - **1,004**
2023/24 - **1,158**

If you would like more information on Adult Social Care services, please visit our website:

barnsley.gov.uk/adult-social-care/

Direct payments and self-directed support

Self-directed support gives people and their families choice and control over their care. We work with people to create flexible care plans and direct payments, allowing them to choose and pay for these services. Some examples of how a direct payment can be used are:

- ✓ **Joining clubs or activities**
- ✓ **Accessing training, employment or volunteering**
- ✓ **Hiring a personal assistant or a provider for daily support**
- ✓ **Choosing and paying for a care agency**
- ✓ **Purchasing equipment or technology**
- ✓ **Taking a break from caregiving**

We have recently developed leaflets and guides to help people better understand how a direct payment can benefit them. To improve accessibility, we have also developed our direct payment terms and conditions into a BSL video and an easy-read version. If you would like further information or to view our guides, please visit:

barnsley.gov.uk/personal-budgets

People using Adult Social Care who receive direct payments

2024/25: **30.3%**

2023/24: **29.2%**

People using Adult Social Care receiving self-directed support

2024/25: **30.3%**

2023/24: **77.7%**

The number of people receiving self-directed support appears to have fallen from 77.7% to 30.3%. However, this is because of a national change in how the data is collected and calculated, not a reduction in support in Barnsley. For 2024/25, the measure was calculated using client-level data for the first time. Previous years used a different method, so this year's figure cannot be directly compared with earlier results.

Feedback from people survey

In December 2024, a letter and survey were sent to people who had received an assessment in the past 12 months. The survey asked people to rate their experience of Adult Social Care during their assessment, including timeliness, working together and how we listened to the person's views, wishes and outcomes. This feedback is then used to inform improvements across Adult Social Care.

We received 146 responses, and the feedback was very positive. Some of this feedback includes:



The top five positive themes were:

- Staff were friendly, respectful and compassionate
- People felt listened to and involved in decisions
- Assessments were clear and easy to understand
- Timely responses and support
- Good joint working with families and carers

The top five negative themes were:

- Communication about next steps and timescales
- Clarity of information about funding and processes
- Navigating the system and knowing who to contact
- Consistency of communication between services
- Accuracy and detail within assessments

"Quite a simple and easy process that I would imagine everyone who needs it could access easily enough. The front-line staff who take the calls are always very friendly, patient and knowledgeable and put my mind at rest. The rest of the process follows on, and all the staff are very helpful and patient. Thank you all, it is much appreciated."

"The interview was a team effort with myself, my son and the practitioner. There was a good understanding of my son's needs when he needed reassurance from myself, the questions were made at a level for my son's understanding, and he felt comfortable joining in conversation as the practitioner was friendly."

Supporting people to live healthier lives

Residential care

Last year, our performance was considerably higher than national figures. This is due to us experiencing increased demand for Adult Social Care services, and we identified this as an area for improvement.

Finding the right place for people who need residential care is done by our social work teams. This helps make sure that the person and their family, with the support of a social worker, can choose a suitable home.

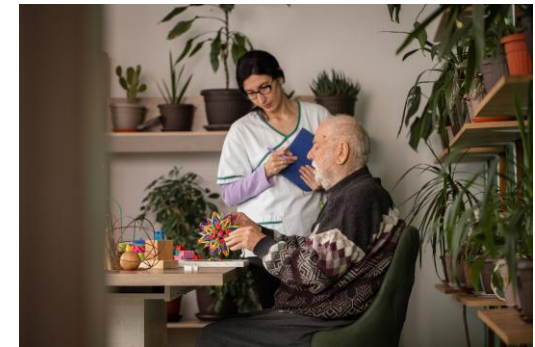
We continue to review all requests for permanent residential care to make sure we were exploring more independent options for people thoroughly, including our 'home first' approach, which has positively impacted people. We are developing market shaping plans which will also help people and social workers have more effective options.

Adult Social Care Prevention Strategy

We have developed a Prevention Strategy for 2025-30, which focuses on:

- ✓ **Promoting independence and reducing reliance on long-term care**
- ✓ **Enhancing quality of life for adults through preventative measures**
- ✓ **Ensuring access to early intervention services**
- ✓ **Fostering community engagement and support networks**

Preventing the need for care and support means helping people stay independent and well for as long as possible. We do this by offering help early, supporting people in their communities and planning care around what matters to each person. This helps people live better, more fulfilling lives and reduces the need for long-term care services.



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

2024/25: **28.8**

2023/24: **16.2**

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

2024/25: **809.3**

2023/24: **740.1**

Spotlight on our Reablement team

"I can live the life I want and do the things that are important to me as independently as possible."

Our Reablement service is designed to help you stay well and keep living independently in your own home. We will help you regain living skills or learn new ways of doing things to help you develop your confidence. The service is tailored to the person, and their progress is monitored to see if their outcomes are met following the service.

We may be able to help if:

- You've recently had a stay in the hospital and are returning home.
- A change in health that is impacting your ability to manage day-to-day activities.
- You've been in a care setting and are returning home.

The proportion of people aged 65 and over discharged from hospital into reablement and who remained in the community for twelve weeks after discharge

2024/25: **52.10%**
2023/24: **68.7%**

The proportion of people aged 65 and over discharged from hospital who received reablement services

2024/25: **3.9%**
2023/24: **1.6%**

Number of active reablement episodes

2024/25: **1,145**
2023/24: **926**

The proportion of people who completed reablement and remained at home after leaving hospital has decreased to 52.1%. This decrease is also due to national changes to how reablement outcomes are recorded and returned, which means the data is not comparable with previous years.

The year also saw changes to how reablement is delivered in Barnsley, including the development of a clearer community reablement pathway, improved triage and closer working with hospital teams, occupational therapy and Assistive Living Technology. This year also saw changes to how reablement is delivered in Barnsley, including the development of a clearer community reablement pathway, improved triage and closer working with hospital teams, occupational therapy and Assistive Living Technology. These improvements are designed to help people regain independence and remain at home for longer after discharge.

Our Reablement team has also recently had a Care Quality Commission inspection and achieved a 'Good' rating. This shows the hard work and dedication the team puts into ensuring people can feel safe and stay well at home and in the community.

Assistive Living Technology

Assistive Living Technology (ALT) supports people in Barnsley to live safely and independently in their homes for as long as possible and prevent avoidable hospital admissions.

ALT uses alarms and monitoring equipment that people can wear or have in their homes. If someone needs help, they can press their alarm at any time, day or night. This connects them to a 24-hour monitoring centre.

The monitoring centre will:

- Check if the person is okay and find out what happened.
- Speak to them through the alarm system.
- Arrange the right help, such as contacting family, emergency services or sending an ALT responder out if someone has fallen

Our ALT responders are available 24/7 every day of the year. They go to a person in an emergency when their alarm is triggered, usually due to a fall, and offer support and reassurance. They assess the situation to take the right course of action, such as helping people up after a fall or referring them to emergency services.

Since December 2021, ALT has also worked in partnership with Yorkshire Ambulance Service to respond to selected 999 calls where people have fallen but do not require hospital treatment. By March 2025, ALT had attended over 300 falls on behalf of the ambulance service, helping people remain at home, reducing pressure on emergency services and avoiding unnecessary hospital stays.

ALT also contributes to Barnsley's wider prevention and early intervention approach, supporting independence, reducing falls and helping to prevent avoidable hospital admissions and delay the need for long-term care placements.

"Thank you for the quick and friendly help yesterday. Mum is happy and settled again now. She said that you were lovely to her, stayed on the phone with her and talked her through everything, which put her at ease. She's happy with the new unit, bracelet and fall detector, which has made her feel much safer. Thank you so much for your help. I feel at ease too, knowing that we can count on you to sort out any problems that arise."

Have you heard about Assistive Living Technology?

We can help you feel safer and supported in your own home.



We offer a range of easy-to-use equipment to give you and your family peace of mind around the clock.

We're a friendly, affordable and reliable service, with 24/7 monitoring so you can get the help you need.

Want to learn more? Visit barnsley.gov.uk/telecare

Day in the life of an ALT responder

Hi, my name is **Samanda**, and I am an **ALT responder for Barnsley Council**. I have worked in this role for around three years, and no two days are ever the same.

The ALT service helps people stay safe and independent in their homes. As a responder, my role is to attend visits following an alarm activation through the 24/7 monitoring centre. We support people who have telecare equipment such as pendant alarms, fall detectors, bed or chair sensors and smoke alarms. When the monitoring centre feels someone needs non-emergency assistance, they will dispatch an ALT responder to check on their wellbeing. Most visits are because someone has had a fall, isn't able to move themselves or because the monitoring centre cannot get a response from the person.



When we enter someone's home, often using a key safe, we assess them straight away. We check for injuries, pain or signs of illness. If someone has collapsed, blacked out or is seriously unwell, we contact emergency services. If an ambulance is needed, we make the person comfortable and stay with them until help arrives.

In most cases, we can help people up safely using specialist equipment such as inflatable lifting cushions. We also carry out welfare checks on those who are unable to explain the reason for the alarm activation, display confusion or are unable to communicate effectively. Some calls are activated accidentally, particularly at night. If there is no response, we will check that they are safe and well. People feel reassured that assistance will arrive.

We often support the same people regularly, which helps us build strong relationships and notice changes in wellbeing. If someone seems more confused than usual or has skin tears, we may notice signs of infection or declining health and refer them to a nurse or GP. We also work closely with families and other professionals, raising referrals where needed, and act on safeguarding concerns such as hoarding, lack of food or no heating, which may not usually be picked up.

As well as practical support, a big part of our job is emotional support. People can be very frightened or distressed when they press their alarm. We take time to reassure them, listen carefully, validate how they are feeling and offer solutions. Sometimes that means holding someone's hand, letting them know they are not alone, and that help has arrived.

ALT gives people confidence to live their lives and means they can still do things like gardening knowing that if they fall someone will come and help. It gives families' peace of mind and helps prevent long ambulance waits or unnecessary hospital admissions.

Most importantly, it helps people stay in their own homes for longer. When we leave, people are usually relieved, safe and very thankful. It's a really rewarding role, and it feels good knowing we make a real difference every day.

Equity in experiences and outcomes

Diverse by Design

Over the past year, we have begun adopting the Diverse by Design framework across Adult Social Care. Diverse by Design is a self-assessment tool designed to encourage councils to review their progress on equality, diversity and inclusion and identify priorities and next steps to advance greater diversity and inclusion in Barnsley.

We use Diverse by Design to look at what is working well and where we need to improve. Staff and partners take part in workshops and discussions to help us understand people's experiences and agree on actions for change.

This work supports equality, inclusion and fairness, helping us reduce inequalities and improve outcomes for people who need care and support.

We will now be working on action plans to further implement this within Adult Social Care.

Spotlight on Housing Led Support Team

Barnsley has a 14-unit temporary accommodation service for people who find themselves rough sleeping and people with needs such as mental health or substance misuse. The accommodation helps them to feel safe, supported and ready to move into the community.

The service works in partnership with housing, health services and Adult Social Care, taking a joined-up approach to meeting people's needs.

Adult Social Care has a social worker based with the team at their support hub one day a week. This has been really helpful for both residents and staff.

The social worker provides advice and support, helps reduce isolation through regular conversations and supports people to build everyday skills, such as cooking. They also offer advice and guidance to staff on a regular basis.

This approach helps people get the right support at the right time, improves joint working between services and help people to prepare to live independently in the community.

Accessible information and advice

"I can get information and advice about my health, care and support and how I can be as well as possible, physically, mentally and emotionally."

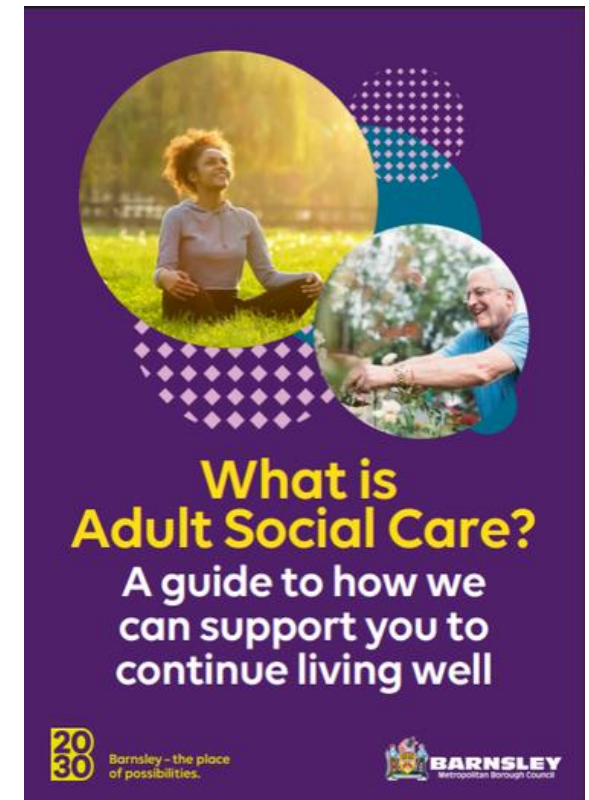
Information, advice and guidance help people to understand the support available to them and how to access it. Adult Social Care is committed to making information clear, accessible and inclusive.

The Initial Response Team is the main point of contact for Adult Social Care. The team considers people's communication needs and provides information in different formats, including easy-read and other languages. Interpreting services are used when needed, including for urgent visits.

Live Well Barnsley is our online directory of local services, groups and activities that support health and wellbeing. People can search by postcode or theme, such as activities for carers, dementia support, armed forces or care and support at home. There are around 1,500 services listed, helping people find support in their communities.

Following the previous year's improvements to our information and advice offer within our Better Lives team, we have continued to develop information materials in a range of formats, including print, online, and easy-read.

Our Better Lives team have also launched a new Adult Social Care information and advice hub for social workers. This brings key resources together in one place, including guides, leaflets and animations about care journeys. Social workers will use this during conversations with people to make their social care journey easier to understand and navigate. Our next step is to make this information available in community settings.



People and carers who find it easy to access information about services

2024/25: **70.1%**
2023/24: **67.5%**

Accessible information and advice for carers

As part of our Carers Strategy Action Plan 2025/26, we are looking to develop innovative ways for carers in Barnsley to access support. We are part of a South Yorkshire-wide partnership developing a new digital solution for carers. This will bring advice, guidance, and local information together in one place, using a website and a WhatsApp-based chatbot available 24/7. This digital solution is set to launch in June 2026.

Review of financial assessments

Over the past year, we have been working on improving our financial assessment pathway. Work commenced in July to improve processes, clarify roles and responsibilities, improve customer experiences, and make sure staff have the required guidance and support. We are currently compiling the information, analysing the data and identifying areas for improvement.

This work will be a focus for our Together for Better Care group in the coming year, where they will co-produce a financial information pack and assist in making our letters more accessible.

Shared Care Record

The Shared Care Record helps health and social care services work better together by sharing important information in one place.

In Barnsley, Adult Social Care staff can view a read-only summary of a person's health and care information, helping them make informed decisions more quickly.

Using the Shared Care Record means people do not have to repeat the same information to different services. It also reduces delays and supports safer decision-making at the first point of contact.

Over the past year, access to the Shared Care Record has expanded across Adult Social Care, improving joint working with health partners and supporting more timely responses for people who need support.



The proportion of carers who find it easy to find information about services

2024/25: **67.5%**

2023/24: **60%**



Providing support

We want to make sure care is joined up, flexible and supports choice and continuity for the diverse health and care needs of our people and communities. We will collaborate and work in partnership so our services work seamlessly for people.

Care provision, integration and continuity

Commissioning, Improvement and Assurance

Our Commissioning, Improvement and Assurance team helps make sure people in Barnsley can access the right care and support from a wide range of providers, now and in the future.

Our market position statement and market shaping plans set out a clear picture of local needs, our priorities and how we will work with providers to develop services that meet people's needs.



Over the past year, we have strengthened commissioning, market shaping and assurance. This has improved how we work with providers and strengthened oversight of quality, sustainability and risk.

We work closely with providers through regular workshops, celebrating good practice and working together to address shared challenges such as safeguarding, workforce pressures, communication and hospital discharge.

We are developing a new approach to supported accommodation for young people aged 16 to 25, working across Adult Social Care, Children's Services, housing and partner teams. This aims to increase local provision and support young people in moving towards independent living.

We have also reviewed day opportunities and completed a market shaping plan. A new preferred provider framework, due by November 2026, will support flexible, community-based services closer to people's homes.

We are also finalising our learning disability and Autism market shaping plans and will shortly produce a market shaping plan for older adults.

Looking ahead, we will continue to use data, lived experience and partnership working to shape a sustainable market that delivers high-quality care and support for people in Barnsley.

Contracts and compliance

Our contracts and compliance team regularly audits commissioned services to make sure they are high-quality and deliver the right outcomes for people.

Each provider has a Contract Officer for information, advice and guidance. After an audit, they work with the provider to deliver improvements based on an agreed plan.

We have been collating feedback from providers on their experiences working with our Contract Officers, and they have said the following:

The top five positive areas were:

- Clear communication and supportive approach
- Strong subject knowledge
- Helpful advice, guidance and reassurance
- Professional and respectful
- Provided detailed reports that supported learning

The top five areas we can improve were:

- Frequency of audits
- Support for people and staff
- Reporting timescales should be quicker
- Support should have a Learning Disability and Autism focus
- More service-specific and targeted audits

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

2024/25: **67.9%**

2023/24: **71%**

The percentage of Adult Social Care providers rated 'good' or 'outstanding' by CQC

2024/25: **78.3%**

2023/24: **71.8%**

"The Contracts and Quality team offered support by collaborating, sharing resources, guiding us to services and identifying improvements that helped us address and sustain progress."

"We enjoyed this audit. It was non-threatening, conducted very professionally and encouraged us to show external personnel exactly who we are, what we do and the positive personal outcomes the people we support experience."

Risk reduction

The Commissioning, Improvement and Assurance team has created a new way to manage the risk of over 135 care providers within Barnsley. This approach helps us to work better with care providers and other partners.

Using data enables us spot problems earlier. This enables us to:

- Identify and predict risks earlier, so we can respond sooner.
- Make sure providers are following regulations and delivering consistently high-quality services.
- Support providers sooner before risk increases.

By doing this, we can help prevent problems before they worsen, reducing disruption for people who use our services. This has already had positive outcomes, such as improved communication, stronger teamwork with providers and risks are being identified more quickly.



The proportion of staff in the formal care workforce leaving their role in the past twelve months

2024/25: **15.1%**

2023/24: **18.6%**

Proud to Care

Our Proud to Care Hub was launched in 2022 and is funded by the Integrated Care Board to lead on workforce across health and social care.

The hub has supported recruitment into jobs in the health and care industry through sector-wide job adverts, volunteer opportunities, work experience and recruitment events.

As of 2025, the Proud to Care Hub has met 1,894 people and remains in contact with 1,334 people. They have successfully supported 429 people into employment, alongside three volunteering placements and 36 people gaining skills in Maths and English.



Helping more people find rewarding roles in care

Proud to Care
Barnsley Hub

Barnsley All-Age Autism Strategy 2025–2030

In April 2025, the NHS South Yorkshire Integrated Care Board and Barnsley Council launched the All-Age Autism Strategy for 2025-2030. This is an important step to make sure the needs of autistic people and their families are recognised and met across Barnsley. The strategy was co-produced with people with lived experience, parents and carers, local organisations and professionals.

The plan sets out **six commitments** for children, young people and adults with Autism:

Help more people understand and accept Autism

Improve access to education and support smooth moves into adulthood

Support more people with Autism into jobs

Reduce health and care inequalities

Build the right support in the community and improve impatient care

Improve support in the criminal and youth justice system

We want Barnsley to be autism-friendly, where everyone has the same chance to live a full and rewarding life, whatever their age.

By working together, we can build a community that values and supports autistic people. We ask all organisations and residents to help make Barnsley the place of possibilities for everyone. The Barnsley All-Age Autism Strategy 2025-2030 was developed in partnership with:

- > Barnsley Autism Stakeholder Group
- > NHS South Yorkshire Integrated Care Board
- > Barnsley Council
- > South West Yorkshire Partnership Teaching
- > Barnsley Hospital NHS Foundation Trust
- > Voluntary, community and social enterprise groups, including Barnardo's
- > South Yorkshire Police
- > Crown Prosecution
- > Youth and Criminal Justice service
- > Community and voluntary sector

Supported Employment and Volunteering team

Our Supported Employment and Volunteering team supports adults with learning disabilities, Autism and other barriers into work or volunteering that suits them.

They help the person develop the skills they need to succeed in the workplace, such as finding job opportunities, providing support whilst in the role and offering job coaching, including travel training and interview preparation. The team also works with local businesses to help create roles that match the person's skills. Following employment, the team will continue to support the person to succeed in their role.

Our team are also an award winner for Creativity and Innovation in the South Yorkshire Career Awards.

Case study

The team received a referral for J, an adult with Autism who had not been able to secure paid work since leaving college.

Our Supported Employment team met with J, and after discussing his career goals, it was highlighted that J would like to work in retail. J was supported to update his CV and apply for a temporary seasonal job at a local retail chain that suited his needs. After he was successfully shortlisted, J was supported during his interview and to produce his required Right to Work documents. J was successful and offered the role.

Our team met with the employer multiple times to ensure that J could meet the requirements of his job. Once J had started his role, one of our job coaches worked with him to ensure he completed all required tasks, and within four weeks, J was competent and confident enough to work independently. The team provided ongoing support to J through monitoring visits and regular reviews.

J was later made aware by the employer that some permanent positions were being advertised, and he chose to apply independently and attended the interview without our support. J was successful in securing a 20-hour permanent contract. The company has given nothing but positive comments about J, and by attending his probationary meetings, J ensures he maintains his hard work and positive feedback.

J says: "I enjoy my job, the people I meet and the skills I am learning, I must do... I pick up overtime every week!"

Care partnerships and communities

Universal Health Passport

Local people have asked for a simple way to share their needs and preferences when visiting health services and attending appointments.

We listened and, working with children, young people, adults and health partnerships, have created the Barnsley Universal Health Passport. This is something you can own and share with health professionals to talk about what support you may need.

This has been designed to be a physical passport you carry with you to quickly and easily provide health and social care staff with more information about you. This includes how to keep you safe and well, your communication preferences and support needs.

This passport has been developed and tested with local people to make sure it best reflects people's needs and experiences.

If you or someone you care for would like a copy, this can be downloaded at

barnsleyhospital.nhs.uk/patients/universal-health-passport

Alternatively, paper copies and easy-read versions are available at GP practices, Barnsley Hospital and community health services across Barnsley.

The screenshot shows a digital form for the 'Barnsley Universal Health Passport'. At the top, it says 'This is my...' followed by the title 'Barnsley Universal Health Passport' and the tagline 'Making healthcare safe and personal'. To the right is a box with an upload icon and the text 'Upload Photo'. Below this are two input fields: 'My name is:' and 'I like to be called:'. A warning box with an exclamation mark icon states: 'Healthcare staff, please consult this passport before you assess me or carry out any interventions.' Below that is a box with a 'Treat me well' icon and the text: 'This document belongs to me. Please make sure I take it with me when I leave my appointment or when I am being discharged.' A blue banner reads: 'This is an information document NOT a decision-making tool.' Below this is a text box: 'Information within this passport has been gathered from people who know me well. Please check this document for when this information was last updated and confirm any important information.' At the bottom, there are two more input fields: 'Date this passport was completed:' and 'Annual Review Date:'. A note states: 'This passport should be updated if anything changes.'

Health on the High Street

The Health on the High Street initiative aims to bring health and wellbeing into the heart of Barnsley town centre. The initial phase development was a Community Diagnostic Centre in The Glass Works for health tests such as blood tests, X-rays and ultrasounds. The second phase expands this support to the first floor of the Alhambra, bringing together health and wellbeing offers from different local organisations.

The Health on the High Street initiative in Barnsley is a partnership-led approach designed to address the wider determinants of health and wellbeing and providing integrated wrap-around care.

Some benefits of the initiative are:

- Delivering health as part of your everyday life while enhancing our town centre offer
- More convenient and makes it easier for people to access health services
- Reduces pressure and dependency on acute health settings
- Enables people to manage their health more effectively
- Reduction or delays the need for support from Adult Social Care



Together for Better Care

Over the past year, our co-production group, previously known as Think Local Act Personal, has been refreshed with a new name and focus as Together for Better Care.

Together for Better Care works in partnership with Barnsley Council to improve Adult Social Care services, using lived experience to shape meaningful change. The group supports people, families and carers to have their voices heard and to influence how services are developed and improved.

The group meets every six weeks and brings together people who use services, carers, families, social care professionals and partners. It provides a space for people to share their experiences, connect with others and contribute to the design of better services in Barnsley.

The Local Account is consulted and co-produced with Together for Better Care, where focus is placed on reviewing our ASCOF figures, what works well in Barnsley and improvements we could make with different service areas. This forms the basis of what the group will focus on throughout the year as well as bringing their own experiences on what could be improved.

The group will continue to play a key role in shaping and reviewing our improvement priorities throughout 2025/26

We are currently promoting the group more widely and are keen to hear from people who use local care services, unpaid carers and others with lived experience of Adult Social Care in Barnsley.

For more information, or if you would like to become a member, please email [**ASCQualityAssurance@barnsley.gov.uk**](mailto:ASCQualityAssurance@barnsley.gov.uk).



"The greatest benefit of being part of this group is knowing you are not alone. We support each other and work to create real change for families and carers."

Member of Together for Better Care group

"I'm proud to be part of the Barnsley community, and it makes me feel valued to give something back. Helping to solve some of the problems turns the negative experiences into positives."

Member of Together for Better Care group



Safety in the system

We want to make sure we have safe systems of care where safety is managed, monitored and assured, protecting people's right to live safely, free from bullying, harassment, abuse, discrimination, avoidable harm and neglect.

Safe systems, pathways and transitions

“When I move between services, settings or areas, there is a plan for what happens next and who will do what, and all the practical arrangements are in place.”

Safe systems

When some people first contact Adult Social Care, it might be during a hospital stay. We work with hospitals and community teams to give the right help at the right time.

The Hospital Social Work team works with Barnsley Hospital, the South West Yorkshire Partnership Teaching NHS Foundation Trust, primary care and the voluntary sector. They help people leave the hospital quickly and safely. They aim for a home-first approach. This means helping people regain their skills and independence.

We have social workers based in hospitals, the neurological rehabilitation unit and intermediate care settings. They also carry out assessments in people's homes to support them to leave hospital safely. Staff share information with health partners to help make safer decisions and reduce delays when people move between services.

We also support young people as they move from Children's Services to Adult Social Care. Our Preparing for Adulthood team works with families and partners from the age of 14 to plan ahead, reduce worries and make the transition as smooth as possible.

Safety management

Our Initial Response Team is the main contact for all safeguarding concerns. The team has a dedicated Safeguarding and Risk Manager who checks the quality of our practice and processes. They also regularly review our safeguarding practices.

We also ask independent experts to review our quality and safety. Findings and recommendations from these are shared at senior leadership meetings and with partners through the Safeguarding Adults Board.

Preparing for Adulthood co-production

The Preparing for Adulthood team makes sure that young people and what they want for their future is at the heart of everything they do.

As part of this, a series of structured co-production events have taken place to gather the views of younger people. These sessions have been supported by Adult Social Care, Children's Social Care and our partners.

One of the key themes raised was access to information about our Preparing for Adulthood offer, local services and the Mental Capacity Act.

Therefore, the Preparing for Adulthood team and the co-production group developed a series of easy-to-understand webpages with links to relevant information and support. More information can be found here:

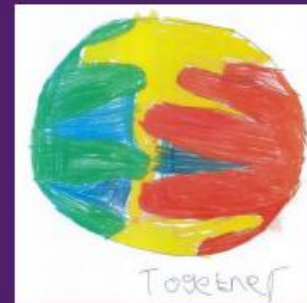
barnsley.gov.uk/preparing-for-adulthood/

As part of the co-production events, we also asked young people what our service means to them and to share their experiences. Their positive thoughts are reflected in the art and quotes shown to the right.

Preparing for Adulthood

Celebrating Creativity: Service User Quotes and Logos

Dive into a vibrant collection of quotes and logos, all imaginatively designed by young people just like you. Every piece is a burst of creativity, sharing real experiences and perspectives through original artwork and expressive words. Your voices shine here—bringing ideas to life in colourful and inspiring ways.



"My social worker is kind and takes time to listen to me"

"I now have a PA who takes me out bowling or to the youth club, I enjoy this"

"My social worker visits my home and speaks to me, I like this"



Barnsley – the place of possibilities.



Safeguarding

"I feel safe and supported to understand and manage any risks."

The proportion of people who feel safe

2024/25: **71.8%**

2023/24: **72.5%**

We believe everyone has a right to feel safe and live without fear of abuse, neglect or harm. Our main goal is to protect adults living in Barnsley. We want to promote their wellbeing and reduce the risk of harm for those who need care and support.

Barnsley's Safeguarding Adults Board supports and challenges workers and volunteers across the borough to help keep people safe.

You can learn more about the support they offer at barnsley.gov.uk/safeguardingadults.

Our safeguarding adults website provides access to training and resources, such as policies and procedures. These cover themes such as self-neglect and hoarding, financial abuse, modern slavery and risk assessments.

Number of safeguarding concerns

2024/25: **4,740**

2023/24: **4,612**

Number of safeguarding concerns received in Adult Social Care from the public

2024/25: **371**

2023/24: **214**



Safeguarding Locality team

In February 2024, we introduced our Safeguarding Locality team to strengthen how safeguarding concerns are triaged, managed and reviewed across Adult Social Care.

The team provides specialist safeguarding oversight and support to frontline staff, helping to make sure safeguarding concerns are responded to promptly, consistently and proportionately, regardless of where someone lives in the borough. The team works in line with the Making Safeguarding Personal principles and keeps adults' views, wishes and desired outcomes at the centre of decision-making.

Since the team has been introduced, it has worked closely with social work teams, providers and partner agencies to improve decision-making, risk management and practice quality, supporting staff, providers and partners to respond effectively to safeguarding concerns. The team also aims to strengthen practice through training and by sharing learning from safeguarding concerns.

Looking ahead, we will look to focus on the following areas:

- Further embedding Making Safeguarding Personal so adults' views, wishes and desired outcomes are central to all safeguarding work.
- Improving timeliness and consistency of safeguarding responses across Adult Social Care
- Strengthening practice quality and decision-making, including proportionate risk management.
- Improving the quality of recording and data to better understand themes, outcomes and repeated concerns.
- Further investing in workforce development through training, supervision and reflective practice to support staff managing complex safeguarding work.

Section 42 enquiries resulting in the person being satisfied with their outcome

2024/25: **61%**

2023/24: **66%**

Decisions made within 72 hours

2024/25: **75.2%**

2023/24: **59%**

Section 42 enquiries where a risk was identified and the outcome was the risk being reduced or removed

2024/25: **94.6%**

2023/24: **93.5%**

D'Clutter Club

D'Clutter Club is a free support group for people who are struggling with self-neglect or hoarding. It is also open to family members, friends and carers.

The group was introduced following learning from safeguarding reviews, which showed the need for earlier, more supportive and non-judgmental help around self-neglect.

D'Clutter Club offers a safe, friendly and welcoming space, with no need for a referral or booking. People can talk, share experiences and feel less alone.

The group helps reduce isolation, supports people to take small manageable changes and encourages earlier engagement with support to prevent problems from becoming a crisis. D'Clutter Club forms part of Barnsley's wider approach to prevention, safeguarding and wellbeing.

If you would like more information or to join the monthly support group, please visit:

livewellbarnsley.co.uk/barnsley-safeguarding-adults-board-dclutter-club-hoarding-support-group/



D'Clutter Club

BARNSELY SAFEGUARDING ADULTS BOARD

Our free support group is here to help anyone who's affected by hoarding or is struggling with too much stuff.

This group is open to everyone, including friends, family and supporters. There's no need to book - just pop by for a chat!

WHEN?
6pm to 8pm on the last Tuesday of each month.

WHERE?
Library @ the Lightbox.

"I really enjoy the club and look forward to it. What I have found most useful is knowing there are other people with the same collecting issues and support each other."



Leadership

We have clear responsibilities, roles, systems of accountability and good governance. We use these to manage and deliver good quality, sustainable care, treatment and support, and focus on continuous learning, innovation and improvement across our organisation and the local system.

Governance, management and sustainability

Our leadership covers how we achieve our goals by working with people and providing support and safety within the system.

From April 2023, the Care Quality Commission (CQC) started inspecting local authorities to understand the quality of care and provide assurance to the public. In September 2025, we were inspected by the CQC, and we are currently awaiting our rating and feedback.

Practice Development team

Our Practice Development team helps to improve Adult Social Care services. Their main goal is to drive improvement, support professional development and ensure high standards in practice. They offer training and guidance to social workers, helping them stay up to date on the latest practices.

The team also leads on Social Work Degree Apprenticeships and the Assessed and Supported Year in Employment (AYSE) programme, which helps us develop and train our next generation of social workers.

Social worker celebration event

Barnsley's Adult Social Care teams recently came together to celebrate a year of dedication and achievement. Colleagues and senior leaders reflected on the resilience and commitment staff have shown while supporting local communities.

Awards recognised specialist training achievements, ASYE completions and those who have supported new social workers as they begin their careers. Long service awards were also presented to colleagues whose combined service reached an incredible 460 years.

The event featured a performance from Barnsley's Hidden Gems Choir, celebrating the values of inclusion, confidence and community spirit.

The celebration highlighted the strong foundations built over the past year and the shared ambition to continue delivering high-quality care for the people of Barnsley.

Social Worker Health Check

The Social Worker Health Check is an annual survey providing insights into our social work workforce locally, regionally and nationally. It offers feedback on staff satisfaction and workforce challenges, helping us shape social work policy and practice.

In our 2025 Health Check, we received an overall green rating. Our highest performing standards were strategic partnerships, professional registration, continuing professional development and a clear social work framework.

Areas for improvement included effective workforce planning systems, wellbeing, safe workloads, case allocation and supervision. Following the report, our Principal Social Worker identified improvements, including:

- **Clearer career routes for staff:** We are creating a new Career Pathway Framework to help social care staff see how they can develop and progress in their roles.
- **Stronger support for reflective practice:** Staff are being provided with tools such as the SWOTT reflective practice toolkit to help them reflect on their work, learn from it and improve outcomes.
- **Fairer, safer caseloads:** A caseload-weighting tool is being rolled out to teams to ensure fairer, safer caseloads that consider complexity and wellbeing.
- **More opportunities for professional learning:** Staff now benefit from more professional development opportunities, including masterclasses, reflective groups, specialist training and support for Approved Mental Health Practitioners and Deprivation of Liberty practice.
- **Growing our own future workforce:** We have launched the first cohort of our Social Work Apprenticeship programme, helping local people train as the next generation of social workers.
- **Stronger focus on equality, diversity and inclusion:** Staff have access to Equity Accomplice training, and we have a Diverse by Design group, helping to build a fairer, more inclusive workplace.
- **Better-quality supervision:** We are developing a new supervision audit tool to make sure supervision is consistent, high-quality and genuinely helpful to staff.
- **Greater partnership working:** We continue to strengthen relationships with health services, universities, the voluntary sector and internal partners such as Legal and Finance.

Staff focus groups

Between February and March 2025, teams from Adult Social Care Provider Services and Commissioning, Improvement and Assurance attended staff focus groups led by our Service Directors. A total of 24 sessions were held and 125 members of staff attended. They discussed what they felt was working well and what could be improved.

Some of the highlights are below:

Key strengths

- **Team working:** Staff felt supported by their manager and felt they worked well as a team. They said joint working is positive across teams.
- **Knowledge and experience:** Staff felt their teams had a variety of people with a wide range of knowledge.
- **Operating model:** Staff felt they had clear roles and responsibilities.
- **Culture:** Staff felt the culture was supportive, positive and collaborative.

Key improvements

- **Leadership and management:** Staff felt that management could be inconsistent, and there were different approaches adopted in regard to flexible working.
- **Working conditions:** Staff raised that the office space is not big enough and parking can be challenging.
- **Workload and resources:** Staff felt they had large workloads and several complex cases. They said they would benefit from more capacity.

To improve staff experience and the customer journey, we will review and improve our operating model. This includes updating ways of working to meet demand and exploring new approaches, including the use of artificial intelligence and self-service options for people who access our services.

South Yorkshire Teaching Partnership Social Work and Social Care Awards

Some of our staff attended the South Yorkshire Teaching Partnership Social Work and Social Care Awards at Sheffield Hallam University. Our colleagues were nominated in each Adult Social Care category. This shows some of the outstanding work taking place across Barnsley and the positive difference Adult Social Care colleagues make every day.

Our staff were winners and runners up in the following categories:



Learning, improvement and innovation

Compliments and complaints

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, complimenting or participating in one of our surveys.



Compliments decreased by 43% from 74 in 2023/24 to 42 in 2024/25. Complaints decreased by 32% from 28 in 2023/24 to 19 in 2024/2025.

We aim to quickly resolve issues within our social work teams. If someone remains unhappy, they are advised how to make a formal complaint to our Customer Resolution team.

Out of the 19 formal complaints we received, we upheld seven, partly upheld four and seven were identified as having no fault.

Here is a breakdown of the types of complaints we got:

Types of complaints

- 10** related to processes and procedures (not effective, failure to follow, delay and equality).
- 5** related to workforce (performance or conduct).
- 3** related to failure to provide and/or ineffective communication and consultation.
- 1** related to information being ineffective.

We have listened to feedback and in 2024/25, we identified the following ways to improve in these areas:

- **Clear fees:** We will record any extra fees discussed with families or third parties. We will make sure customers know these fees are for the third party to pay, not them.
- **Inclusive safeguarding meetings:** People will only miss safeguarding meetings if there's a good reason, and we will always explain why.
- **Hospital staff at meetings:** We will make sure hospital staff attend safeguarding meetings unless there is a reason they cannot. If so, we will explain why.
- **Respecting names:** We will always use someone's preferred name or title.
- **Manager oversight:** Managers will meet to oversee complex cases and make sure communication is clear.
- **Staff training:** Staff will receive additional training to better understand financial assessments.
- **Finance toolkit:** A dedicated toolkit is being developed to help staff with financial processes.
- **Staff induction:** New staff will get a full introduction covering communication, clarity, timeliness and transparency of assessments.
- **Learning from cases:** Managers will help staff learn from cases to improve our service.



Adult Social Care feedback

We also regularly collate feedback on people's experiences of Adult Social Care services through an online survey, which helps us share compliments with our teams and supports improvements to our service. Over the past year, a link to our feedback form has been included when people receive their assessments through the post. If you would like to provide feedback on our services, please complete our online form at the following link: [Feedback form](#)

Practice Audit feedback

Our Principal Social Worker has worked with regional colleagues to develop a practice audit tool. These audits support continuous reflection, improvement and professional development. During the audit, we will also contact the person, family or their advocate to get their feedback. The Quality Assurance and Service Improvement team reviews all the audits to find common strengths and areas to improve.

Here is some feedback from people who use our services, carers and families:

"They were brilliant... this was much appreciated and alleviated a lot of anxiety at the time. They didn't overtalk, didn't put words into my mouth, they just listened."

"Finally able to spend quality time with her dad rather than having to worry about doing care tasks for him. He is still a little apprehensive about having carers, but he recognises the impact it has on his wellbeing, allowing him to be at home."

"No longer feels isolated as able to access her community for leisure, health and appointments, promoting her health, safety, inclusion and overall wellbeing."

"The support meant that myself and my brother got some respite... and mum went home with increased care, which supported us as full-time workers."

Get involved

We are committed to improving how we work alongside people in Barnsley with lived experience, and we want people to feel that their voice is heard and valued. There are lots of opportunities to get involved with co-production in Barnsley.

For more information on how you can get involved, please get in touch with us at **ASCQualityAssurance@barnsley.gov.uk**.

Feedback

We welcome honest opinions and suggestions, so please tell us what you think by contacting us at **ASCQualityAssurance@barnsley.gov.uk**.