

Adult Social Care

Local Account 2022-2023



Barnsley – the place
of possibilities.



BARNSELY
Metropolitan Borough Council

Introduction

Welcome to our Local Account.

This document tells you how well our Adult Social Care services performed last year and describes how we plan to improve our services further.

The report has been structured around the Care Quality Commission assurance framework for local authorities. It references I/we statements from the Think Local Act Personal Making it Real framework.

This also includes some data which shows how we are doing and how we compare nationally with other councils in England and locally.

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

To find out more about the CQC assurance framework for councils, visit [cqc.org.uk/](https://www.cqc.org.uk/).

To find out more about all the 'I' and 'We' statements and the Making it Real framework, visit the Think Local Act Personal (TLAP) website at thinklocalactpersonal.org.uk/makingitreal.

Co-production

Barnsley Council and the Think Local Act Personal Group have worked together to co-produce our Local Account report for 2022/23.

The report highlights some areas in Barnsley that we are proud of and includes what we need to improve.

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 tackling improvements and challenges in the future.



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Foreword

Hello, I'm Wendy Lowder, the Executive Director for Place Health and Adult Social Care at Barnsley Council. Every year council's produce an Adult Social Care Local Account, which helps us look back at the year behind us.

We look at national data and compare our performance against others alongside other information so that we can understand where we're getting things right and what more there is to do to improve the support we offer so people can live happier, healthier lives.

There's lots of great work happening across Adult Social Care to make this possible, including our Better Lives programme, which is focused on improving what we do and thinking differently about the services we offer.

A huge thanks to Barnsley's Think Local Act Personal group, which brings together people with lived experience. They've worked alongside us to produce this year's Local Account, providing invaluable insights and challenging us to be even better.

Over the past year, there's been a lot to celebrate in Adult Social Care including our double Council of the Year award win. We're so proud of that, and it was great to hear that Barnsley is top nationally with local people saying that when they use our services, those services make them safe. We were also second nationally for people saying that they are happy with the care they receive.

An area we wanted to improve on last year was employment for people with additional needs, such as learning disabilities, so we're really pleased to say that we're doing well and we're helping more people into work.

Of course, the team never rest on their laurels and working with the Think Local Act Personal group, we've identified some areas to improve. This includes helping more people benefit from reablement, whether you live in the community or you need to recover after a spell in hospital.

We also know we need to improve our approach to self-directed support, making it easier for people to organise and direct their own support arrangements. Another area we hope to improve in the year ahead is making sure that people have access to good information and advice, so I'm looking forward to seeing what creative approaches we can bring to this challenge.

We hope you find our Local Account useful, and that it helps answer any questions you have about our services. If you've got any ideas or comments, we would love to hear them – let's keep improving things together!



Wendy Lowder
Executive Director of Place
Health and Adult Social Care

A close-up photograph of two hands, one from the left and one from the right, with fingers interlaced to form a heart shape. The hands are positioned in the center-left of the frame. The background is a solid, deep purple color. The text on the right is in white, with the hashtag at the bottom in yellow.

**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.](#)**

Key facts and figures

Here's a breakdown of our spending over the past year.

How much we spent in 2022-23 by category of support	Net (£'000)
Physical and sensory support	18,214
Support for memory and cognition	7,504
Learning disability support	21,939
Mental health support	3,364
Social support: support to carers	1,113
Social care activities	7,447
Information and early intervention	1,450
Commissioning and service delivery	978
Social support: asylum seeker support	439
	62,448

How much we spent in 2022-23 by type of services	Net (£'000)
Assessment and care	7,447
Residential and nursing	15,482
Community-based care	35,539
Information and early intervention	3,002
Commissioning and service delivery	978
	62,448



How we performed in 2022-23



You can see how well we did as part of NHS Digital's Adult Social Care Outcomes Framework (ASCOF).

This measures how well we delivered care and support services against the things that matter most to people and what all local councils must report on.

1A: Social care-related quality of life score	Barnsley	19.60
	England	19
	SN	19
	Ranking	10
1B: Proportion of people who use services who have control over their daily lives	Barnsley	83.8%
	England	77.2%
	SN	78.5%
	Ranking	9
1C1A: Proportion of people using social care who receive self-directed support	Barnsley	92.5%
	England	93.5%
	SN	96.3%
	Ranking	124
1C1B: Proportion of carers who receive self-directed support	Barnsley	99.6%
	England	89.3%
	SN	100%
	Ranking	110
1C2A: Proportion of people using social care who receive direct payments	Barnsley	33.8%
	England	26.2%
	SN	30.4%
	Ranking	28
1C2B: Proportion of carers who receive direct payments	Barnsley	99.1%
	England	76.8%
	SN	79.8%
	Ranking	78
1E: Proportion of adults with learning disabilities in paid employment	Barnsley	5.7%
	England	4.8%
	SN	4.5%
	Ranking	47

How we performed in 2022-23

1G: Proportion of adults with learning disabilities who live in their own home or with their family	Barnsley	85.2%
	England	80.5%
	SN	79.4%
	Ranking	55
1I1: Proportion of people who use services who reported that they had as much social contact as they would like	Barnsley	48.8%
	England	44.8%
	SN	44.6%
	Ranking	25
2A1: Long-term support needs of younger adults (aged 18-64) met by admission to residential and nursing care homes per 100,000 population	Barnsley	21.1
	England	14.6
	SN	20.6
	Ranking	131
2A2: Long-term support needs of older adults (aged 65 plus) met by admission to residential and nursing care homes per 100,000 population	Barnsley	787
	England	560.8
	SN	650.8
	Ranking	136
2B1: Proportion of older people (aged 65 and over) who were still at home 91 days after discharge from hospital into reablement/rehabilitation services	Barnsley	82.3%
	England	82.3%
	SN	79.8%
	Ranking	84
2B2: Proportion of older people (aged 65 and over) offered reablement services following discharge from hospital	Barnsley	1.40%
	England	2.9%
	SN	2.1%
	Ranking	123
2D: Outcome of short-term services: sequel to service	Barnsley	84.7%
	England	77.5%
	SN	75.5%
	Ranking	46
3A: Overall satisfaction of people who use services with their care and support	Barnsley	74.5%
	England	64.4%
	SN	66%
	Ranking	2

SN: Statistical Neighbours: Rotherham, Wakefield, Kirklees, Doncaster

Local Account Highlights

What we are proud of

Our Better Lives Programme focuses on wellbeing, independence and community resilience. Through refocusing our vision for Adult Social Care to place the people we support at the heart of everything we do, our services have achieved some positive outcomes over the past year, including:

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

Barnsley's performance at 74.5% is a slight decrease on the 2021/22 performance (78.3%), putting us significantly ahead of the national average of 64.4%. Barnsley is the second highest-performing council nationally on this measure.



Front Door Team

Implementing the Front Door as part of our Better Lives Programme has evidenced improved partnership working and oversight of safeguarding concerns. The inclusion of statutory partners (like the police and health) has contributed to positive and safe outcomes. The team are also working hard to support people across the community through increased demand, which is reassuring to people who draw on services. This impacts on reduced unnecessary attendances at accident and emergency hospital departments.



The proportion of adults with learning disabilities in paid employment

Our Supported Employment team has continued to help people in accessing employment. Last year, we identified this as an area for improvement. Barnsley's performance at 5.7% is a significant improvement on 2021/22 performance (4.4%) and puts us significantly ahead of the average for England (4.8%) and meeting our internal target of 5%.



Adult Joint Commissioning

The Think Local Act Personal co-production group gave positive feedback on how Adult Joint Commissioning collaborates with partners to encourage and guide care providers for better quality care, using compliance and unannounced visits. The inclusion and attendance of people with lived experience at our extended social care sessions has been warmly received by staff.

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

Barnsley's performance at 93.9% is a slight decrease on the 2021/22 performance (95%) and puts us ahead of the national average of 87.1%. Barnsley are the highest-performing council nationally on this measure.



Where we need to improve

Long-term support needs of older adults (aged 65 plus) delivered by admission to residential and nursing care homes

Our performance at 787 per 100,000 population remains higher than comparators, however it has fallen from 2021/22 (871.4). Through our 'Home First' approach (which is embedded as part of our Better Lives Programme), our timely approach to reviewing requests for permanent residential care and strengths-based conversations has helped create more independent options for people and reduced our admission rate. Early indicators suggest we are continuing to improve in this area.



The proportion of older people offered reablement services following discharge from hospital

The percentage of older people who remained at home 91 days after leaving the hospital has gone down to 82.3%, reflecting the more complex nature of people who are accessing the service post-Covid. We provided recovery services to 1.40% of older people. Increasing the offer for Reablement services has been identified as an area we want to improve next year. However, we also recognise that other areas include services outside the local authority as part of their data return. We are looking at this as part of future submissions.



The proportion of people who use services and find it easy to access information about services

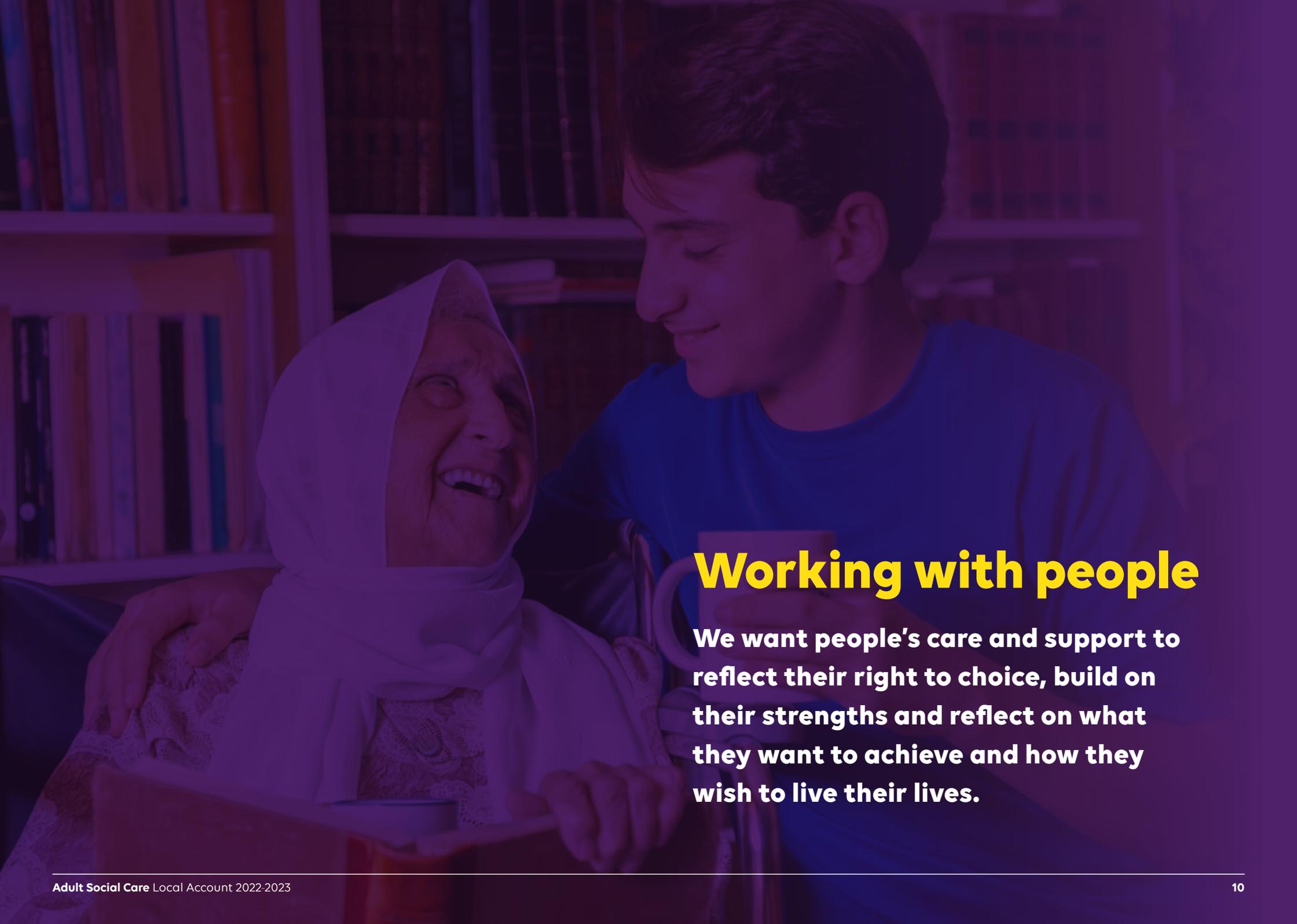


We're doing well, with 72.7% of people finding it easy to get information about services in Barnsley, which is higher than the national average of 67.2%, ranking us 23rd. Even though this is good, the Think Local Act Personal group feel we can improve it by updating the LiveWell website and sharing more information about available support. As part of the Better Lives programme, we are reviewing our information and advice offer and updating all our Adult Social Care webpages and public information leaflets.

Co-production and hard-to-reach groups



We recognise the need to enhance our collaborative efforts in shaping improvements in Adult Social Care, involving people, families, and partner organisations. This includes reaching out to more hard-to-reach groups. Feedback from the Local Account indicates that people desire improvement in this area for the future. We have invested in a customer engagement post to support this and are developing an engagement framework to work actively with people across Barnsley.



Working with people

We want people's care and support to reflect their right to choice, build on their strengths and reflect on 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 to access all the care and support they need at the right time and in the right place.

Total number of assessments

2022/23 - **2,663**
2021/22 - **2,558**

Assessments completed within 28 days from initial contact

2022/23 - **78.5%**
2021/22 - **81.5%**

**Target
83%**

"We know people contact social care when they are in crisis, it is crucial for this to be a positive experience"

In 2022/23, Adult Social Care completed 78.5% of assessments within 28 days or less. The number of assessments conducted in this timeframe increased by 4% compared to last year, but the percentage has been reduced and is below our target of 83%.

Care planning and review

77% of people with long-term support (for 12 months or more) received a review, which is down from last year and significantly below our 86% target. This has been partially caused by an increase in safeguarding referrals which have to be prioritised to keep people safe.

We are developing a workforce strategy and introducing a multi-agency quality team for care homes and service provision which should reduce quality issues. The Front Door Manager has also delivered training to colleagues in the police.

Social care packages started within 28 days of the completion of assessment for new clients

2022/23 - **84.4%**
2021/22 - **80.2%**

Reviews completed for people who have been on long-term support for 12 months or more

2022/23 - **77.4%**
2021/22 - **81.3%**

**Target
86%**

Strength-based approach

We use a strengths-based approach to assess people's needs. We will work with people and those supporting them to decide on outcomes and goals that draw on a person's strengths. Our social-care-related quality of life score for 2022/23 was 19.6, and we rank tenth nationally on this measure.

Social care-related quality of life score

2022/23 - **19.6**
2021/22 - **20.3**

National ranking: 10th

Proportion of people using social care who receive self-directed support

2022/23 - **92.5%**
2021/22 - **92%**

National ranking: 124th

Proportion of people using social care who receive direct payments

2022/23 - **33.8%**
2021/22 - **36%**

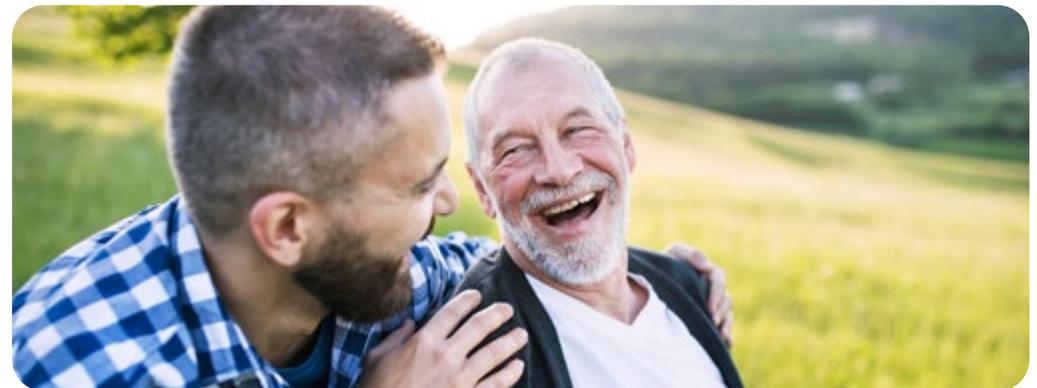
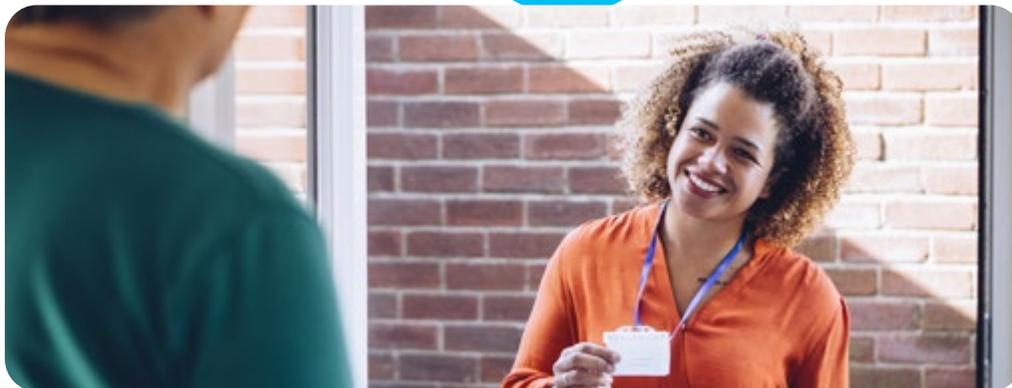
National ranking: 28th

Direct payments and self-directed support

Self-directed support means people and their families have choices and control over their care. We will work with people to create a flexible care package to meet your needs.

Direct payments are one way in which people can have a choice over the care they need. It allows people to arrange and pay for care and support services of their choosing. 33.8% of people receive a direct payment in Barnsley; we rank 28th on this measure.

"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"



Spotlight on our Front Door Service

The Front Door was established in 2021 with a team of social workers to triage enquiries into Adult Social Care.

The Front Door team is trained to understand people's situations and to gather the right information to ensure people are getting the right care at the right time and if needed, the right package.

New contacts to Adult Social Care have continued to increase alongside the proportion requiring further action. From the contacts received where further action was needed (67%), most of these went on to our assessment and care management teams (44%).

"How long will people have to wait for a first contact?"

"It all sounds positive but feedback from other carers is that they have had to wait a long time"

We recognised that people were waiting too long, and we feel this is improving.

People should be getting a call back within 48 hours. The person will be contacted on the same day if it is urgent.

Improved practice in 2022/23

- Development of low-level concerns process; this allows the team to have oversight and identify appropriate concerns with care providers.
- Partnership working with South Yorkshire Police, our homeless prevention team and health colleagues.
- Development of internal data to assist with service planning and insight.

Contacts received

2022/23 - **22,664**
2021/22 - **20,725**



The proportion of people who use services who find it easy to find information about services

2021/22 - **73.1%**
2022/23 - **72.7%**

Ranking:
23rd

Pathway of contacts requiring further action

Assessment and care management: **44%**
Deprivation of Liberty Safeguards (DOLS): **8%**
Equipment and Adaptions: **28%**
Reablement: **12%**
Safeguarding: **7%**

Looking ahead, the Front Door hope to improve in the following areas.

- Development of a 'Choose and Book' system to allow people to book an appointment with a social worker and alleviate wait times.
- Potential relocation to a front-facing location.
- Establishment of a rapid response service to support the right people at the right time and allow for urgent welfare visits to take place.
- Continuing to support people before they reach crisis.
- Increasing our referrals into reablement to help more people regain their independence.

"It all sounds positive that the service are moving forward and this is reassuring as a carer"



"I have people who support me, such as family, friends and people in my community"

Carers

The number of unpaid carers recorded in Barnsley by the 2011 Census was 27,167. This was equivalent to approximately 12% of the population of the borough.

Our Carers' Strategy aims to:

- Recognise and identify carers as soon as possible so they receive the appropriate information and advice for themselves, their family, and the person they care for.
- Help caregivers know their rights and get the support and breaks they need for their health and wellbeing.
- Help carers to have a life outside their caring role and be supported to work or undertake training and education opportunities.
- A carer's assessment helps us to work out if you're eligible for support from Adult Social Care (in accordance with the Care Act) in your role as an unpaid carer.

The proportion of carers who receive self-directed support:

2022/23 - 99.6%
2021/22 - 99%

Ranking:
110th

The proportion of carers who receive direct payments:

2022/23 - 99.1%
2021/22 - 99%

Ranking:
78th

Carers assessments completed

2022/23 - 2,145
2021/22 - 2,096

Target
1500

Number of services provided as an outcome of an assessment or review

2022/23 - 1,381
2021/22 - 1,263

Target
800

"I had a really good experience with a carer assessment; it was typed up and sent out to me in four days; I felt it explained exactly how I felt"

We have completed more carer assessments in 2022/23 compared to 2021/22, and as a result, the number of carers receiving services has increased by 9%.

We have also begun to co-produce a new **carers break offer**. This should help to make sure meaningful options are available to support carers in their role.

Barnsley Council commissions **Barnsley Carers Service** to deliver a range of support to unpaid carers. They support around 2,000 carers with:

- Information and advice.
- One-to-one and group support.
- Complimentary therapies, events and activities.
- Volunteering opportunities.
- Help with obtaining carer's grant funding.

You can contact the service directly to find out how they can support you at barnsleycarers.co.uk/.



Supporting people to live healthier lives

Residential care



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

2022/23 - **787**
2021/22 - **871.4**

Ranking:
136th

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

2022/23 - **21.1**
2021/22 - **16.2**

Ranking:
131st

Last year, our performance was considerably higher than national figures, and we identified this as an area for improvement.

We reviewed 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 currently performing below national averages and actively working on improvements for the upcoming year.

Reablement and Night Service

The proportion of people completing reablement with no long term needs

2022/23 - **84.7%**
2021/22 - **85%**

Target
86%

Number of contacts into Reablement

2022/23 - **1,884**
2021/22 - **1,504**

Target
1400

The proportion of older people who were still at home 91 days after discharge from hospital

2022/23 - **82.3%**
2021/22 - **91%**

Ranking:
84th

The proportion of older people offered reablement services following discharge from hospital

2022/23 - **1.40%**
2021/22 - **1.70%**

Ranking:
123rd

In Reablement, we assist people recovering from illness or hospitalisation, providing personalised support to help them live independently and confidently. Our team identifies goals based on each person's preferences, offering the right care to help them return to their daily lives as much as possible.

We continue to support people who access reablement, with 84.7% of people completing reablement with no long-term needs.

The percentage of older people who remained at home 91 days after leaving the hospital has gone down to 82.3%, reflecting the more complex nature of people who are accessing the service post-Covid. We provided recovery services to 1.40% of older people. Increasing the offer for reablement services has been identified as an area we want to improve next year. However, we also recognise that other areas include services outside the local authority as part of their data return. We are looking at this as part of future submissions.

In addition to our reablement service, our Night Service was inspected by the Care Quality Commission (CQC) in December 2022 and received an overall rating of Good. The full report can be read at [cqc.org.uk/location/1-11334742355](https://www.cqc.org.uk/location/1-11334742355).

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

Spotlight on our Supported Employment programme

Last year, Barnsley's performance was slightly below the national average (4.8%). This area was identified for improvement, and through the delivery of our Supported Employment programme, it has increased to 5.7%, meeting our target of 5%. This year, our figures are above the national average of 4.8%, and we ranked 47th nationally in this measure.

The service is partly funded by the UK government's Local Supported Employment scheme and has continued to assist people in accessing employment across the community. It is delivered in partnership with Sheffield City Council and the City of Doncaster Council, and has seen sustainable employment secured for people with 80% retention against a national average of 50%

They are partners with **Speakup Advocacy's Employment is for Everyone project**, a social movement aiming to improve employment opportunities for autistic people and people with learning disabilities.

Although we positively support people to achieve their goals, developing diverse employment opportunities continues to challenge us.

We have identified the following key actions to continue to grow the service offer:

- Development of a local reporting system, allowing benchmarking of Local Supported Employment across other authorities.
- Development of 'cornerstone employers' to act as ambassadors for the service offered.
- Rebrand the website offer and make sure information is more accessible.
- Working with the Chambers of Commerce to identify roles and future challenges.
- Inclusive offer to work with the careers service to have the right start to the journey into employment.

More can be learned about the team at barnsley.gov.uk/SEV.

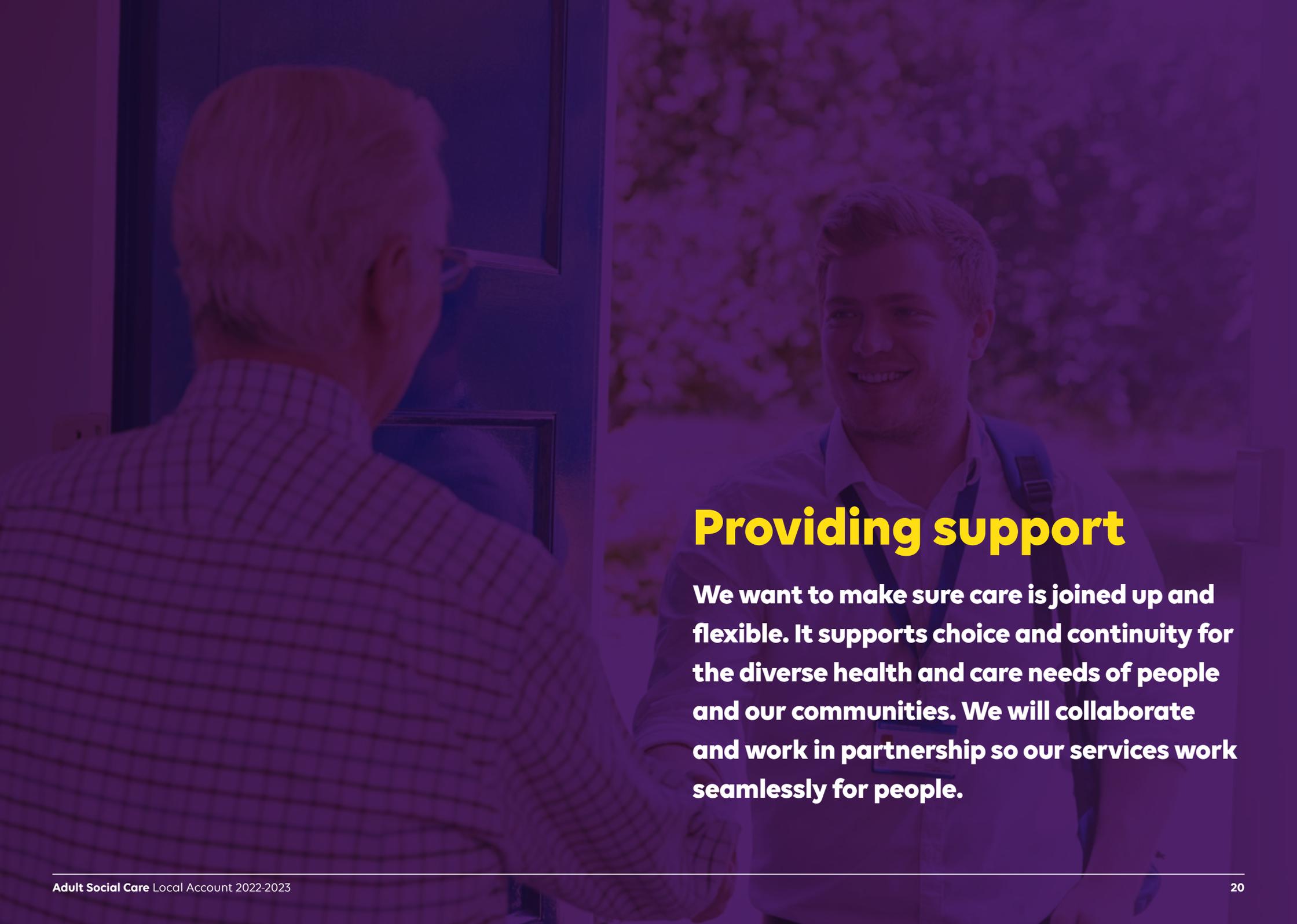
Adults with learning disabilities in employment

2022/23 - **5.7%**
2021/22 - **4.8%**

National ranking: 47th

"I have opportunities to learn, volunteer and work and can do things that match my interests, skills and abilities"





Providing support

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

Care provision, integration, and continuity

Adult Joint Commissioning

Our Adult Joint Commissioning team are responsible for gathering information about local people's needs and ensuring services are available to meet those needs. We regularly review these services to make sure they are of high quality and deliver the right outcomes for people.

Our care providers

Care homes rated good or outstanding have increased by 3% from 2021/22, and homecare rated good or outstanding has increased by 13% from 2021/22.

The team continues to check the performance of services we fund to make sure they deliver what we expect through quality check visits.

In these visits, we look at the policies and procedures. We talk to the people living and working there and their families and spend time in the home, seeing how things are done. We work with the home to make changes where we think things can be done differently or better.

74.5% of people who use services are satisfied with their care and support; this is a 3.5% decrease from last year. The average satisfaction for England is 64.4%, and we're ranked second nationally on this measure, which we are incredibly proud of.

We know we need to improve our feedback from people about the services we fund. We hope to improve this in 2023/24 by developing a customer engagement post and additional feedback options.

Our **Market Position Statement** outlines how Barnsley Council is committed to developing and supporting a market that can provide safe, effective, high-quality, and value-for-money care and support to the people of Barnsley. Our Market Position Statement for 2021-2024 states that Barnsley has around 243,341 residents and that the population is ageing. The number of residents aged 65 and over is predicted to reach 60,800 by 2030. This represents an increase of 33% from 2016.

Percentage of care homes rated good or outstanding by the CQC

2021/22 - **68.5%**
2022/23 - **71.2%**

Percentage of homecare rated good or outstanding by the CQC

2021/22 - **50%**
2022/23 - **63.8%**

"Our figures are below local and regional ratings for good and outstanding; this should be better"

"It is nice to know compliance and unannounced visits take place"

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

2022/23 - **74.5%**
2021/22 - **78%**

National ranking: 2nd

Proud to Care campaign

Barnsley Council and partners have launched the Proud to Care Hub. We are proud of our carers and want to promote the value of a career in the care sector through our Proud to Care campaign.

Working in care is a rewarding career you can be proud of - every day, you see your impact on making someone's life better.

South Yorkshire Integrated Care System

The South Yorkshire Integrated Care System (ICS) was launched this year to replace the NHS Barnsley CCG.

What are Integrated Care Systems?

Integrated Care Systems (ICSs) are partnerships of organisations that come together to plan and deliver joined-up health and care services and to improve the lives of people who live and work in their area.

The ICS is made up of:

- GP practices.
- Our local councils.
- The NHS.
- Hospitals.
- Health and social care services.
- Voluntary, community and social enterprise organisations.

What is the purpose of an Integrated Care System?

The purpose of ICSs is to bring together our health and social care services so people get the right care and support they need by:

- Improving outcomes in population health and healthcare.
- Tackling inequalities in outcomes, experience and access.
- Improving the health of children and young people.
- Supporting people to stay well and independent.
- Acting sooner to help those with preventable conditions.
- Supporting those with long-term conditions or mental health issues.
- Caring for those with multiple needs as populations age.
- Getting the best from collective resources so people get care as quickly as possible.



“Information sharing feels fragmented, people do not want to repeat themselves to their GP, hospital and social worker”

Partnerships and communities

Barnsley CVS: Voice Your Views

We asked Barnsley CVS to facilitate a discussion to gather the views of people who access services to help shape the future of Adult Social Care.

Barnsley CVS launched the Voice Your Views discussion and views were collected through surveys, events and partnership working.

The aims of the discussion were to:

- help shape the future Adult Social Care Strategy.
- build on and enhance qualitative feedback.
- identify areas where Adult Social Care needs to improve.
- identify areas of strength and best practice.
- identify people who may want to be involved in co-production in the future.
- help inform how Adult Social Care can establish an ongoing conversation with people who use services.

The discussion highlighted some key points including:

- There are gaps in understanding of what Adult Social Care is and how people can access key information to make the right choices.
- Some people do not consider the help they provide to others as caregiving.
- People value the support they receive from voluntary organisations.
- People want to be involved in co-production to address issues.
- The majority of people feel they are treated with dignity and respect in relation to their care.

The outcomes of the discussion will be used to improve how we work with people, shape services and inform our strategy for Adult Social Care in Barnsley.



Health and Wellbeing Strategy

Our Health and Wellbeing Strategy 2021-2030 sets out how we will respond to challenges in Barnsley, focusing on helping people start well, live well, and age well. You can read the strategy at barnsley.gov.uk/media/19957/barnsley-hwb-strategy-final-web.pdf.

We want to prevent people from needing long-term care and support services wherever possible. This can be through access to easy-to-understand information, advice, early help and preventative services. Early help is all about giving people the help they need as soon as possible and supporting people, families, and communities to do more for themselves.

People might need assistance at any stage of their lives. This could mean getting help early in life or addressing an issue in its early stages. Providing people with information and advice can help them consider their future and make plans.

We should think about what we need in the future to keep ourselves healthy and well. Research shows that having a supportive network of family and friends can contribute to longer and healthier lives. However, not everyone has that advantage.

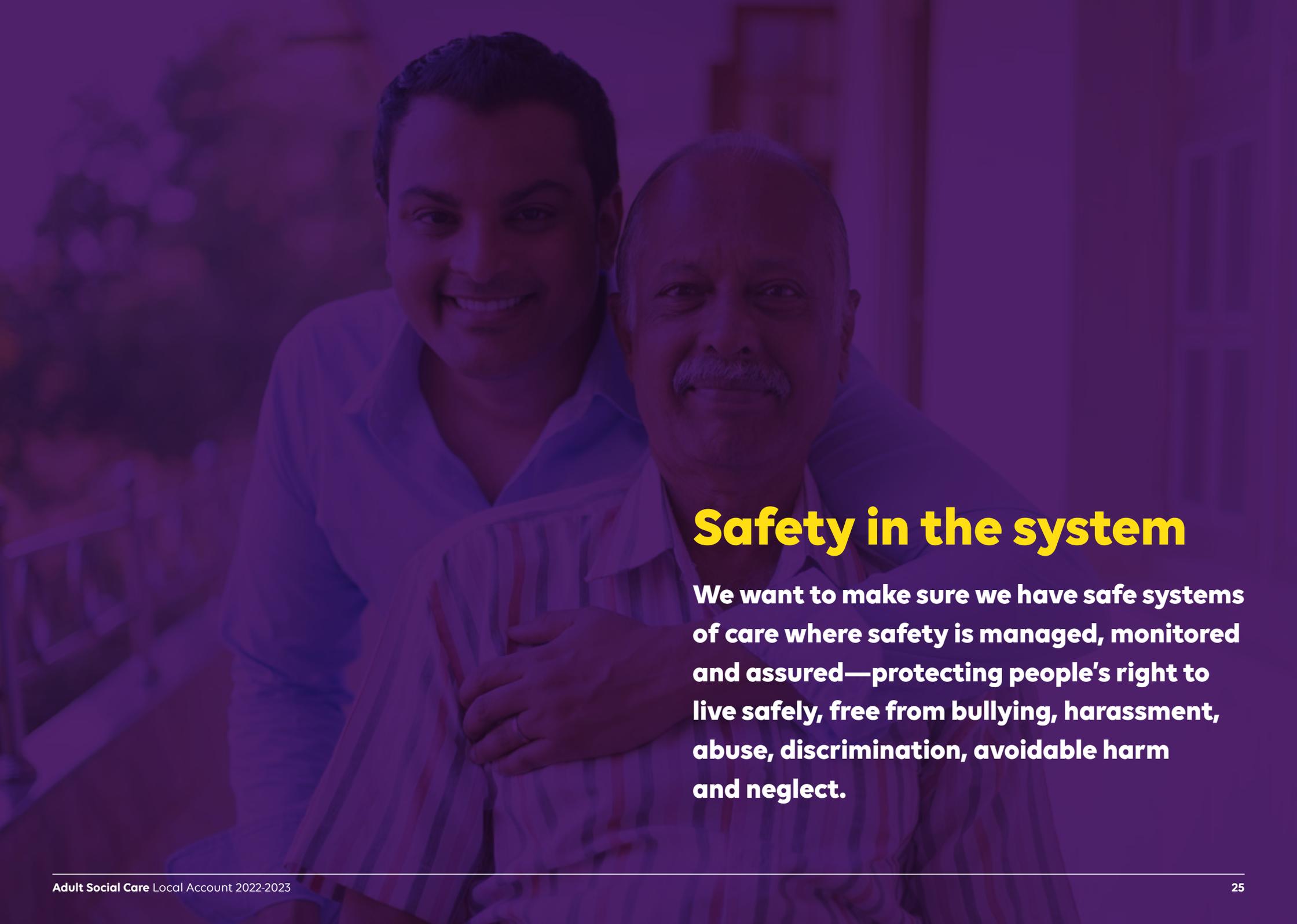


Barnsley Older People Physical Activity (BOPPAA) programme

The Barnsley Older People Physical Activity Alliance (BOPPAA) aims to increase the provision of physical activity programmes, such as tai chi, aqua aerobics or walking sports, to improve the strength and balance of older people across Barnsley. The programme helps to reduce falls and hospital admissions and has been shortlisted for a Local Government Association (LGA) award.

BOPPAA is funded by Barnsley Council and led by Age UK Barnsley; bringing together the NHS, private and third-sector organisations.



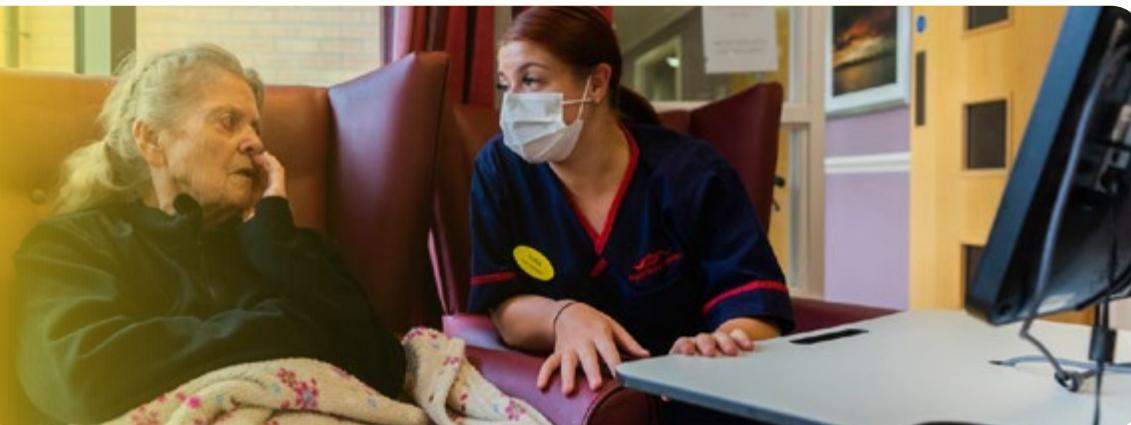


Safety in the system

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”



Spotlight on our Preparing for Adulthood (PFA) team

An internal review of our transition process found that:

- Transitions protocol did not appear to be embedded.
- Late notification of transition.
- Transition in Adult Social Care was often based on services, not needs (contrary to the Care Act).

In response to the review, the Preparing for Adulthood (PFA) team was developed to support younger people in Barnsley.

The interim team consists of two social workers and a team manager. They can work with people from the age of 14 and onwards, and in some circumstances, they can work with people up to the age of 25, ensuring they can have a conversation about their future support needs and prepare for a smoother transition into adulthood.

Throughout the year, they have focused on building networks with partnership agencies, including Children's Social Care, Barnsley College and Greenacres, to develop a more consistent approach to younger people's care and support. Jack's story on the next page demonstrates how the team can support people to achieve their outcomes.

“We need to get it right for people in transition to adulthood”

Jack's Story



Jack was referred to the Preparing for Adulthood team by his mum. Jack had aspirations of gaining a degree but felt that his lack of independent skills was a barrier to him going to university. Jack was born 14 weeks premature, subsequently leading to issues relating to his health and development.



The team worked with Jack to build his confidence up whilst assessing his needs under the Care Act. The team had conversations with Jack to understand what outcomes he wanted to achieve. He was offered the support of a personal assistant (PA). Subsequently, Jack was supported by his PA and the University Student Support Team to move into university accommodation.



He has now enrolled at university, and he is doing amazing to the point where Jack feels he may not need any further support by the time of his next review.



Creative working and a person-centred approach were key to our work with Jack. Without the flexible support, he would likely have delayed going to university and gaining not only independence skills but a vocation through higher education.



We know we need to improve our offer for the Preparing for Adulthood (PFA) team by:

- Working with people as early as possible, ideally from 14.
- Improved reporting systems to support service development and insight.
- Developing more robust communication with everyone involved.
- Beginning to co-produce the offer with young people, families and carers.



Safeguarding

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



We believe everyone has a right to feel safe and live without fear of abuse, neglect or exploitation. Our priority is to protect adults who live in Barnsley, promoting their wellbeing and reducing the risk of harm for those with care and support needs. Barnsley's Safeguarding Adults Board helps support and challenge professionals and volunteers across the borough.

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

We work with our partners at the Safeguarding Adults Board to make Barnsley a safe place to live and protect adults who may be at risk. Various sub-groups on performance management, quality assurance, and policies and partnerships support the Safeguarding Board.

Our Safeguarding Adults website gives people access to training and safeguarding resources like policies and procedures.

Safeguarding referrals

2022/23 - **3,129**
2021/22 - **2,231**

**Increase:
33%**



Concerns raised by the public

2022/23 - **131**
2021/22 - **64**

The Board creates a yearly report that contains details about its performance. The report outlines the actions taken to prevent abuse and harm and to safeguard adults who have experienced injury or mistreatment.

Whilst the partnership is well-sighted on concerns from care homes, it gets fewer from people in their own homes. A target was set to increase this, and promotional activity has been delivered to help raise awareness.

Last year, 64 concerns were raised by friends, neighbours, relatives and unpaid carers, so a target of 70 was agreed. In 2022/23, it was reported that 131 concerns were received, which is almost double the target.

72.1% of people said they feel safe; this is a decrease from feedback in 2021/22 by 5.9%. The England average is 69.7%, and 93.9% of people said that their services make them feel safe and secure; last year, this was 95%, and the average for England is 87.1%. We ranked first in this country on this measure.

The proportion of people who feel safe

2022/23 - **72.1%**
2021/22 - **78%**

England average:
69.7%

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

2022/23 - **93.9%**
2021/22 - **95%**

England average:
87.1%



A photograph of two women and a dog. One woman is holding a small dog, and both women are smiling. The image is overlaid with a semi-transparent purple filter.

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 deliver our objectives around working with people and providing support and safety in the system.

From April 2023, the Care Quality Commission (CQC) began to inspect local authorities to understand the quality of care in the area and provide independent assurances to the public.

An assessment framework and interim guidance were published, and CQC has the ambition to inspect all councils within two and a half years.

In preparation, we completed a self-assessment to identify our readiness for inspection and provide assurance of our approach, along with an overview of areas for improvement.

The self-assessment can be viewed at barnsleymbc.moderngov.co.uk/documents/s108718/Preparedness%20for%20CQC%20Assurance%20Report.pdf.

From our self-assessment, we identified that:

People speak very highly of Adult Social Care in Barnsley

In previous years Barnsley has been top or second in the country on a number of national measures.



People who need support and care receive this. We have no waiting list for homecare

We have no waiting list for homecare at a time when many areas are struggling with this. When people need support to stay at home for longer, they can access homecare in a timely manner.



We are promoting independence. We have reduced the number of older people (65+) being permanently placed in residential care and increased the number of people being supported with homecare

Homecare hours continue to increase significantly. Older people's permanent residential care admissions are reduced.



We also identified improvements in these areas:

Quality: The independently assessed quality of care needs to improve

We are investing in a new Care Home Quality Team and working closely with partners to support and challenge providers to improve.

Peoples views and experiences

We need an improved approach to collecting the views and experience of people and using this to inform improvements.

Caseloads: We need stronger arrangements for overseeing and managing caseloads

We have rising demand at our Front Door and within our teams. Our managers have developed a new approach to caseload management, which includes governance and oversight.

Performance management

We use performance information to manage our services and improvements effectively.

An objective of the self-assessment was to develop a Performance Management Report to allow senior management oversight of our performance, quality assurance and change management, along with necessary actions. The report highlights issues and risks and informs decisions about our strategy and allocated resources.

Our monthly performance report is the main tool managers use to assess our performance; it includes data on contacts, timeliness and outcomes for people.

We have developed a performance data roadmap so we can work to improve our performance data, allowing better insight and improved storytelling of Adult Social Care in Barnsley.

"I have considerate support delivered by competent people"



Social Worker Teams Celebration event

Last year, we held a celebration event for our social worker care colleagues.

We brought staff from different teams together to celebrate and thank our colleagues for their work in our community and their achievements over the last year.



Employee Survey and Social Worker Health Check outcomes

Social Worker Health Check

The Social Worker Health Check is an annual survey which provides insight into our social work workforce locally, regionally, and nationally. As well as providing invaluable feedback on staff satisfaction and the challenges our workforce faces, it allows us to identify any trends we can use to help shape and inform priorities for social work policy and practice.

Adult Social Care achieved an overall rating of green across the Employer Standards for a second year with only one amber rating.

The findings of the survey highlighted the significant commitment of our workforce. The survey demonstrates our continued commitment and desire to provide excellent services and evidence-based practice.

Following the findings within the report, the Adult Principal Social Worker identified some improvements, which included:

- Embed into a **Practice Audit Tool** into practice and assurance that supports strength-based practice and reflective-based working.
- Continue to promote **wellbeing and flexible working**. Continue to promote counselling and other services.
- Continue developing a **safe space and Culture and Diversity group** for social work staff to discuss how diversity and cultural background impact on practice.
- Continue developing managers and advanced practitioners through **training and leadership programmes**.
- Develop our **apprenticeship route** for social work.
- Continued **communication and engagement** from senior management.

Employee Survey

In September 2021, Barnsley Council completed its latest **Employee Survey** to understand views around leadership, values, capability, and wellbeing.

We received some positive feedback from our employees, including;



The survey also provided an opportunity for learning where the following improvements were identified:



These improvements have been included in our internal improvement plan to:

- Promote mental and physical wellbeing through our Mental Health First Aiders and Employee Assistance Programme, which is available to all staff.
- Improve communication and involvement through our extended manager's meetings.
- Improve communication through our internal staff bulletins.

Extended Manager's meetings

The development of our Extended Manager's sessions has been positive and encourages communication and stronger working relationships across Adult Social Care.

The planned sessions continue to enable information sharing on things happening or on the horizon across Adult Social Care.

We have received positive feedback from these meetings. 96% of staff have told us that the sessions are helpful, informative and a great way to meet colleagues.

"Being in these sessions, having a voice and being appreciated and valued for the work I do always gives me a boost and has a positive impact on my professional practice"

Learning, improvement and innovation

"I am supported by people who listen carefully, so they know what matters to me and how to support me to live the life I want"

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 increased by 55% from 37 in 2021/22 to 82 in 2022/23.

Complaints fell 44% from 49 in 2021/22 to 27 in 2022/23.

Compliments

2022/23 - **82**

2021/22 - **37**



Complaints

2022/23 - **27**

2021/22 - **49**



"Reaching out to say thank you for the input you have with xx and their transition from Children's to Adult Social Care. You have set the ball rolling and sorted everything which put my mind at ease. You are a fabulous social worker and Barnsley is very blessed to have you. Thank you once again"

"A customer told us that they had lost their emergency call pendant and within 30 minutes, responders arrived at their home with a new one. They said that the responders were lovely and like a breath of fresh air, they were laughing and joking with them. They said the laughter with them was better than any medicine. They described them as amazing, and they wanted to thank them for making their day. They said thank you all for the fantastic service"

Of the 27 complaints we received:

- Two customers unfortunately discontinued their complaint.
- We upheld or partially upheld 17 complaints.
- Seven complaints investigations identified no fault.
- On one occasion, a complaint progressed to the next stage but was not upheld.

44%
of complaints were
made online.

48%
of complaints
were made directly
by the customer.

87%
of complaints
responded to within
timescales.

**Main trend:
Customer unhappy with
how we communicated
or consulted with them.**

We must learn from these complaints, and during 2022/23, we identified opportunities to improve in the following areas:

- Improved communication, including clarity, ease of understanding and full representation.
- Improved finance record keeping around invoicing, payments and personal assistants.
- Stronger checks during the financial assessment process.

Better Lives Programme

We want people to live independently with good physical and mental health for as long as possible. Our Better Lives programme will help make sure that adults and those with support needs are safe, protected and able to lead full, active and healthy lives. Our Better Lives blog highlights some of the great work happening in Adult Social Care across Barnsley and can be viewed at barnsley.gov.uk/betterlives.

Learning from feedback

We recognised from our Carers' Survey and other feedback that we need to be better at learning from people and identified this as an area for improvement.

We have invested in a customer engagement post to support this and are developing an engagement framework to work actively with people across Barnsley.

This includes the development of:

- A survey to gain feedback from people around our support following a contact, assessment or review.
- Development of a feedback forum with Adult Social Care, Joint Commissioning, key partners, people and families.
- Improved co-production approaches.



Co-production

Think Local Act Personal (TLAP) is a national organisation recognised for supporting co-production and engagement for people with lived experience.

In September 2022, TLAP was commissioned to facilitate a series of workshops for a group of people with lived experience of Adult Social Care; this included carers, the people we support and volunteers.

These sessions aimed to develop a vision of what is needed for the future of excellence in Adult Social Care and to ensure a co-production approach was designed so everyone works together to achieve the outcomes.

Three areas for improvement were identified:

- Navigation and access to services.
- Communication.
- Co-production.

It was agreed the group would focus on two specific projects for the year.

- Carers' short breaks.
- Our Adult Social Care Local Account report.



The sessions were held every month, and feedback on this approach has been positive; we are hopeful that we can continue to strengthen and grow co-production opportunities through the group in the future.

"Being able to share and hear other people's concerns, and experiences, with a view for improvement is positive"

"I learnt about Barnsley Council's social system setup and their roles in deriving what is possible and what is not"

"We have started something massive and not scratched the surface yet"

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 in co-production in Barnsley.

For more information on how you can get involved, please get in touch with us at

communityengagementandconsultation@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



**Barnsley – the place
of possibilities.**

