



# Doncaster Council

## Report

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Date: 18<sup>th</sup> January 2023

To: The Chair and Members of Cabinet

### **“Your Care and Support”:** Doncaster’s local account for adult social care

Relevant Member(s)	Cabinet	Wards Affected	Key Decision?
Cllr Andrea Robinson		All	Yes

#### **EXECUTIVE SUMMARY**

1. While not mandatory, there is a national expectation that all Councils with Adult Social Services responsibilities publish an annual local account which reviews the previous year’s performance and describes priorities for the next year. This report presents Doncaster’s local account for 2023, entitled “Your Care and Support”
2. “Your Care and Support” has been put together alongside people with lived experience of care and support in Doncaster under the auspices of the Making it Real Board. The Board has an equal mix of adults with experience of seeking or drawing on care and support (people with lived experience) and senior leaders from the Adults, Health and Wellbeing Directorate in the Council.
3. “Your Care and Support” showcases what is good in terms of care and support in Doncaster and also reflects what is not so good. It includes the priorities that Making it Real Board members have identified for Adult Social Care in 2023 and the key actions that are required to deliver these.
4. “Your Care and Support” will be co-produced on an annual basis with each version improving as we further expand our approach to coproduction and to gathering feedback.

#### **EXEMPT REPORT**

5. This report is not exempt.

#### **RECOMMENDATIONS**

6. To approve “Your Care and Support”, Doncaster’s 2023 Local Account for Adult Social Care.

#### **WHAT DOES THIS MEAN FOR THE CITIZENS OF DONCASTER?**

7. Our vision for Adult Social Care is for every person in Doncaster to live in the place they call home with the people and things that they love, in communities where they look out for one another, doing things that matter to them.
8. The planned improvements to Adult Social Care set out in “Your Care and Support” will result in:
  - Better experiences and better lives for Doncaster people
  - Increased satisfaction and morale for Doncaster’s Adult Social Care workforce
  - More sustainable use of resources by preventing, reducing and delaying people losing independence and wellbeing

## BACKGROUND

9. “Your Care and Support” is structured around six themes:
  - Wellbeing and independence
  - Information and Advice
  - Active and Supportive Communities
  - Flexible and Integrated Care and Support
  - When Things Need to Change
  - Workforce
10. These themes are taken from the national “Making It Real” framework developed by Think Local Act Personal (TLAP). Each theme comprises a number of “I” statements (what people should experience) and “We” statements (what we should do to make the experience happen). This provides accountability for Adult Social Care as all focus is upon improving the experience of people in their own terms.
11. The approach means “Your Care and Support” defines Adult Social Care in the ways that are important to the people that receive it, for example as a route to better information so you can plan your next steps, to being connected with your community, to getting support when you need it but always being able to stay in control of your life.
12. Key performance statistics are provided for each theme. The majority of these are from the national Department of Health and Social Care survey that a sample of recipients of Adult Social Care receive as well as the wider dataset that is measured nationally. Benchmarking enables the Council to understand relative performance: the focus of benchmarking is on South Yorkshire and national comparison because these are most relatable to the intended audience, Doncaster people. There is also appropriate reference to key local indicators that are publicly reported to Cabinet as service standards for Adult Social Care in Doncaster.
13. Because the document is co-produced there is considerable emphasis upon qualitative feedback using the voices of people with lived experience of care and support in Doncaster.
14. People with lived experience supporting the work have been very clear they do not want to be part of any tick-box exercise that pretends the lived reality for people in Doncaster is better than it actually is. But they have also felt strongly that good examples need to be highlighted and that overall the document, while being honest, seeks to promote hope and possibility to a Doncaster population and an Adult Social Care workforce that has been through a huge amount.
15. “Your Care and Support” will be produced in different formats, both on-line and in hard copy. Although the document has been drafted in an engaging and readable way, it is important that it is as accessible as possible. An Easy Read version is being produced and this will be used as the basis for a summary document. Videos are also being developed covering the key themes. The videos will themselves be co-produced and include the voices and testimony of Doncaster people with lived experience of care and support. This will include people who speak different community languages.
16. Making “Your Care and Support” available in this way is intended to encourage more Doncaster people to share their own stories and work alongside Council officers and partners to help Adult Social Care improve further, including by addressing the following ten priorities that have been identified for 2023:
  - Increase opportunities for local people with lived experience of care and support to influence Doncaster’s approach, from improving our services to recruiting the right people
  - Make sure that we make public information and advice about rights (including to independent advocacy), responsibilities and sources of support routinely available

- Reduce bureaucracy and delays by improving local access to care and support and safeguarding, and making sure that all conversations start with what matters to people
- Improve local access to social work and occupational therapy that works preventatively alongside people and communities to increase their quality of life
- Increase the number of people who maintain or regain their independence by improving access to equipment, technology and housing support
- Help more people to leave hospital and mental health in-patient stays promptly, increasing the proportion of people who return home and regain independence
- Make support at home more accessible to people who need it by developing a more personalised and local approach that improves satisfaction and outcomes
- Increase the choice and control that people report when they use direct payments
- Create and sustain more employment opportunities for autistic people, people with a learning disability and people in contact with secondary mental health services
- Reduce the number of people living with restrictions on their liberty by increasing understanding of human rights and mental capacity legislation

17. “Your Care and Support” describes how Doncaster people with experience of care and support can be paid for their time and expertise, as well as travel and any other expenses, if they are involved in specific coproduction activities and if they are contributing either in a personal capacity or as the representative of an organisation that does not already pay them or cover their expenses. This investment is in recognition of the significant financial pressures that people with experience of care and support often face. It is a worthwhile investment because unless change in Adult Social Care is consistently informed by the lived experience of Doncaster people it risks missing the mark.

18. Workforce is one of the key themes in “Your Care and Support” but the focus in the document is primarily about the ways of working that will best support Doncaster people and also ensure better job satisfaction for the Adult Social Care workforce across the City’s many care and support organisations. This more hopeful vision of what work in Adult Social Care can be like needs to be accompanied by full recognition of the working conditions that many staff face, and the attractiveness of Adult Social Care compared to alternative careers in a very competitive labour market. Therefore a further report will be produced for Council Cabinet in March 2023 that sets out the Council’s proposed approach to fee rates for care providers from April 2023 onwards, across care homes, domiciliary care provision, direct payments, supported living, extra care housing and other forms of care provision. This report will be informed by work alongside care providers and national funding provided to increase the sustainability of care.

**OPTIONS CONSIDERED**

19. Not producing a Local Account (option one)

20. Council officers compiling a Local Account (option two)









21. Council officers compiling a Local Account alongside Doncaster people with lived experience of care and support as part of an ongoing programme of improvement (option three).

**REASONS FOR RECOMMENDED OPTION**

22. Option Three is recommended. Publishing a Local Account is not mandatory and takes up resources. However not publishing one would reduce the Council’s public accountability to the people depending on Adult Social Care for a better quality of life. Producing a Local Account that is written by Council officers but which lacks significant involvement from Doncaster people who have experience of care and support would risk providing an inaccurate picture.

## IMPACT ON THE COUNCIL'S KEY OUTCOMES

23.

Great 8 Priority	Positive Overall	Mix of Positive & Negative	Trade-offs to consider – Negative overall	Neutral or No implications
 <b>Tackling Climate Change</b>	✓			
Adult Social Care priorities include supporting our workforce to think locally and act personally, improving local connections and reducing carbon footprint from unnecessary travel time				
 <b>Developing the skills to thrive in life and in work</b>	✓			
Adult Social Care priorities are focused on supporting people to live their lives on their own terms, developing the skills that are important to them and maintaining their sense of personal independence and contribution				
 <b>Making Doncaster the best place to do business and create good jobs</b>	✓			
Adult Social Care priorities include developing employment opportunities both for recipients of care and for people who would like to work in the field				
 <b>Building opportunities for healthier, happier and longer lives for all</b>	✓			
Adult Social Care priorities include increasing information, advice and access to support that will support health and wellbeing.				
 <b>Creating safer, stronger, greener and cleaner communities where everyone belongs</b>	✓			
Adult Social Care priorities include ensuring access and opportunity for all of Doncaster's communities, built on a shared understanding of human rights.				
 <b>Nurturing a child and family-friendly borough</b>	✓			
The scope of Adult Social Care includes helping children and young people with special educational needs and disabilities to prepare for adulthood.				
 <b>Building Transport and digital connections fit for the future</b>	✓			
Adult Social Care priorities include connecting people with their communities (including communities of interest) and using digital means to help achieve this where appropriate.				
 <b>Promoting the borough and its cultural, sporting, and heritage opportunities</b>	✓			

Great 8 Priority	Positive Overall	Mix of Positive & Negative	Trade-offs to consider – Negative overall	Neutral or No implications
Adult Social Care priorities include connecting people with their communities, including the local strengths that different neighbourhoods have in relation to their cultural, sporting and heritage opportunities.				
Fair & Inclusive	✓			
The first Adult Social Care priority is ensuring as many Doncaster people as possible are given the opportunity to influence and drive our approach so that we support and connect with all of our communities in the ways most important to them.				

**Legal Implications [Officer Initials: SF | Date: 09/01/2023]**

24. There are no legal implications arising from this report.

**Financial Implications [Officer Initials: PW | Date: 06/01/2023]**

25. The contents of the Local Account are in line with existing Adults, Health and Wellbeing budgets and therefore there are no financial implications arising from this report.

**Human Resources Implications [Officer Initials: AT | Date: 09/01/2023]**

26. There are no HR implications arising from this report.

**Technology Implications [Officer Initials: PW | Date: 06/01/2023]**

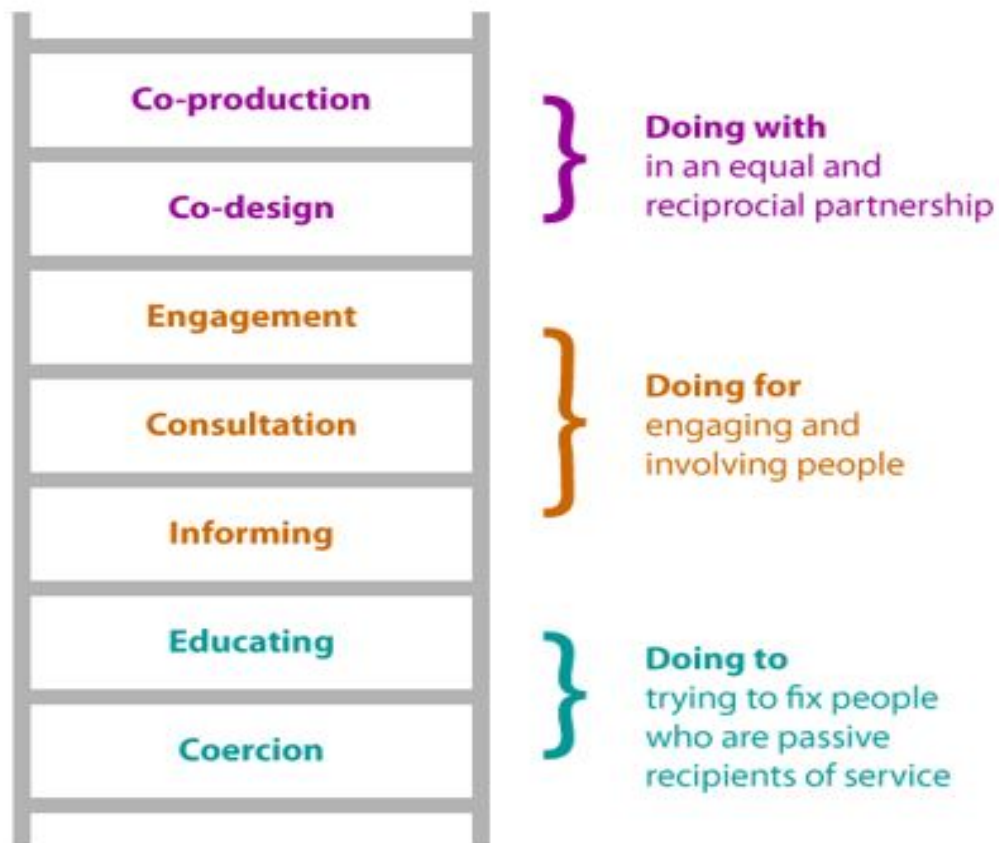
27. Any new technology requirements to support the key priorities will be considered by the Council’s Technology Governance Board (TGB) for inclusion in the Technology Forward Plan, to ensure the resources, expertise and capacity within services is available. This will be monitored and continuously reviewed via TGB.

**RISKS AND ASSUMPTIONS**

28. “Your Care and Support” sets out Adult Social Care priorities for 2023 co-produced alongside Doncaster people with lived experience of care and support. Full delivery of many of these improvements will also require joint work alongside a wider range of partners.

**CONSULTATION**

29. “Your Care and Support” has been developed alongside local people with experience of care and support using a co-production approach. The difference between co-production, consultation and other forms of engagement are set out in the diagram below (source: Think Local Act Personal).



## BACKGROUND PAPERS

30. The Doncaster Local Account 2023.

## GLOSSARY OF ACRONYMS AND ABBREVIATIONS

31. None

## REPORT AUTHOR & CONTRIBUTORS

**Bryony Shannon, Strategic Lead for Practice Development**

01302 736896 | [bryony.shannon@doncaster.gov.uk](mailto:bryony.shannon@doncaster.gov.uk)

**Phil Holmes**

**Director of Adults, Health and Wellbeing**