



City of Doncaster Council

Report

2 February 2023

TO: THE CHAIR AND MEMBERS OF THE HEALTH AND ADULT SOCIAL CARE SCRUTINY PANEL

**Report Title: “Your Care and Support”: Doncaster’s Local Account for Adult
Social Care**

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

EXECUTIVE SUMMARY

1. This report presents ‘Your Care and Support Doncaster: Adults, Health and Wellbeing Local Account 2023’ as included in Appendix 1.
2. ‘Your Care and Support’ has been coproduced by 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, and gives strategic oversight to Adults, Health and Wellbeing, influencing and challenging decisions and agreeing priorities for improvements and developments.
3. ‘Your Care and Support’ serves a number of purposes, including to:
 - Shift the narrative around Adult Social Care to focus on everyone getting the support they need to live an equal, ordinary life
 - Showcase great things going on in Doncaster in terms of care and support that we’re proud of and we want to celebrate
 - Provide an honest, transparent reflection of what’s not so good and the things we know we need to improve
 - Identify 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
 - Encourage local people with lived experience of care and support to get involved in shaping the future of care and support in Doncaster.
4. This report to the Health and Adult Social Care Scrutiny Panel has a particular focus on the priorities agreed for Adult Social Care for 2023, how delivery of

these priorities needs to be monitored and the experience of people receiving care and support in Doncaster need to be central to managing change.

EXEMPT REPORT

5. This report is not exempt.

RECOMMENDATIONS

6. For Scrutiny to note the “Your Care and Support” priorities for 2023 and to consider what role the Panel and its members wish to play in monitoring delivery and ensuring good experiences and outcomes for Doncaster people.

WHAT DOES THIS MEAN FOR THE CITIZENS OF DONCASTER?

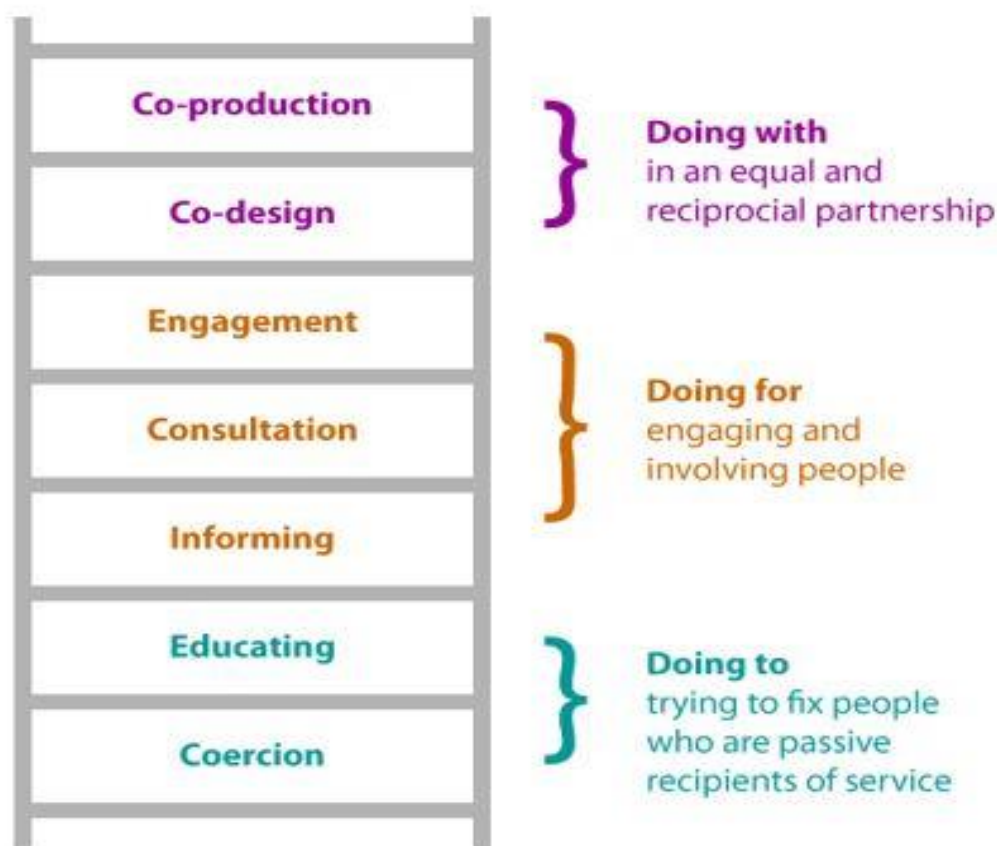
7. Our vision is for every person in Doncaster to live in the place they call home with the people and things that they love, in communities where they look out for one another, doing things that matter to them.
8. Sometimes people need some short or longer term support to do these things. That’s the role of Adult Social Care. When organised well, Adult Social Care helps to weave the web of relationships and support in local communities that people can draw on to live their lives in the way that they want to, with meaning, purpose and connection, whatever their age or stage of life.
9. The planned improvements to Adult Social Care practice 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

10. “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
11. These themes are taken from the national “Making It Real” framework developed by Think Local Act Personal (TLAP). The themes reflect the most important parts of good, personalised care and support. Each theme in the framework includes ‘I’ statements, which describe what good should look like from the person’s perspective, and ‘We’ statements that say what we should be doing to make sure

people's experience of care and support lives up to the 'I' statements. This provides accountability for Adult Social Care as all focus is upon improving the experience of people in their own terms.

12. In Doncaster the development of Adult Social Care is overseen by the Making It Real Board. The Board is co-chaired by Glyn Butcher from the People Focused Group (PFG) and Phil Holmes, the Council's Director of Adults, Health and Wellbeing. The group has equal representation from people who have lived experience of adult social care and from senior leaders. The Cabinet Member for Adult Social Care also attends. Equal representation is essential so that adult social care is developed in real partnership and avoids a tokenistic approach to involvement. The Making It Real Board seeks to work on the top two rungs of the co-production ladder represented below.



13. The Making it Real Board have identified ten key priorities for Adult Social Care to focus on in 2023. These are:
- 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.
14. The focus on co-production and co-design will not stop now these priorities have been agreed. It will actively continue while they are delivered. The Making It Real Board will maintain an overview of each priority and ensure that assumptions and approaches draw on the experience of people who use or have used Adult Social Care.
 15. Adult Social Care has agreed a payment policy to financially recompense Doncaster people with lived experience of care and support who want to give up their time to work alongside officers on the above priorities. Council officers will be promoting this opportunity. Members may also wish to do this.
 16. In early autumn planning will begin for the 2024 version of Doncaster's local account for Adult Social Care. Publishing the account annually will enable Doncaster people to see changes in performance and hear about progress in delivering the previous year's identified priorities.
 17. Scrutiny may want to see a mid-year update to ensure continued public focus on delivering the changes and improvements that Doncaster people have asked for.

OPTIONS CONSIDERED






18. Not producing a Local Account (option one)
19. Council officers compiling a Local Account (option two)
20. 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

21. 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

22.

Great 8 Priority	Positive Overall	Mix of Positive & Negative	Trade-offs to consider – Negative overall	Neutral or No implications
 Tackling Climate Change	✓			
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				
 Developing the skills to thrive in life and in work	✓			
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				
 Making Doncaster the best place to do business and create good jobs	✓			
Adult Social Care priorities include developing employment opportunities both for recipients of care and for people who would like to work in the field				
 Building opportunities for healthier, happier and longer lives for all	✓			
Adult Social Care priorities include increasing information, advice and access to support that will support health and wellbeing.				
 Creating safer, stronger, greener and cleaner communities where everyone belongs	✓			

Great 8 Priority	Positive Overall	Mix of Positive & Negative	Trade-offs to consider – Negative overall	Neutral or No implications
Adult Social Care priorities include ensuring access and opportunity for all of Doncaster's communities, built on a shared understanding of human rights.				
 Nurturing a child and family-friendly borough	✓			
The scope of Adult Social Care includes helping children and young people with special educational needs and disabilities to prepare for adulthood.				
 Building Transport and digital connections fit for the future	✓			
Adult Social Care priorities include connecting people with their communities (including communities of interest) and using digital means to help achieve this where appropriate.				
 Promoting the borough and its cultural, sporting, and heritage opportunities	✓			
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]

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

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

24. 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]

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

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

26. 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

27. "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

28. "Your Care and Support" has been developed alongside local people with experience of care and support using a co-production approach.

BACKGROUND PAPERS

29. "Your Care and Support" Doncaster's local account for adult social care 2023 in Appendix 1.

GLOSSARY OF ACRONYMS AND ABBREVIATIONS

30. None

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