



Doncaster Council

Report

Date: 17th January 2024

To: The Chair and Members of Cabinet

“Your Care and Support”: Doncaster’s 2024 local account for adult social care

Relevant Member(s)	Cabinet	Wards Affected	Key Decision?
Cllr Sarah Smith		All	

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 2024, 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, Wellbeing and Culture Directorate in the Council.
3. “Your Care and Support” showcases what is good in terms of care and support in Doncaster and also reflects areas that require development, drawing on both comparative data and first-hand testimony from Doncaster people who have experience of care and support. It includes the priorities that Making it Real Board members have identified for Adult Social Care in 2024 and the key actions that are required to deliver these.
4. “Your Care and Support” is now co-produced on an annual basis with each version improving as we further expand our approach to coproduction and to gathering feedback. The 2024 version further develops the ambition and progress that was set out in the 2023 document.

EXEMPT REPORT

5. This report is not exempt.

RECOMMENDATIONS

6. To approve “Your Care and Support”, Doncaster’s 2024 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:
 - Increased satisfaction 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 has been 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 nine priorities that have been identified for 2024:

- 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.
- Continue to improve local, timely access to care and support, making sure we listen to people seeking support, their families and local communities to understand what matters most to them.
- Create and sustain more employment opportunities for disabled people in Doncaster.
- Increase the choice and control people have over their support at home, whether they choose to have a direct payment or to have care and support arranged by the council.
- Support more people to live in a place they call home by helping more people to leave hospital and mental health in-patient stays promptly, and reducing the number of people living with restrictions on their liberty.
- Improve our support for young people who require care and support in their teenage years and into early adulthood, to make sure they can plan ahead and have enough time to make informed decisions about their future.
- Develop and support the wellbeing of Doncaster’s adult social care workforce so they can support Doncaster people to live their best lives.
- Improve equality, diversity and inclusion.

17. The first six priorities above are consolidations from the 2023 Local Account, intended to build on 2023’s achievements. The last three priorities, relating to preparation for adulthood, workforce and equality are areas identified for increased focus following feedback from people with lived experience.

18. “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.

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
 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	✓			
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	✓			

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 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: SRF | Date: 03/01/2024]

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

Financial Implications [Officer Initials: CL | Date: 03/01/2024]

25. The contents of the Local Account are in line with existing Adults, Wellbeing and Culture budgets and therefore there are no current financial implications arising from this report. Any future financial implications arising would need to be managed within the overall Adults, Wellbeing and Culture budgets.

Human Resources Implications [Officer Initials: AT | Date: 04/01/2024]

26. There are no direct human resource implications in relation to this report.

Technology Implications [Officer Initials: PW | Date: 04/01/2024]

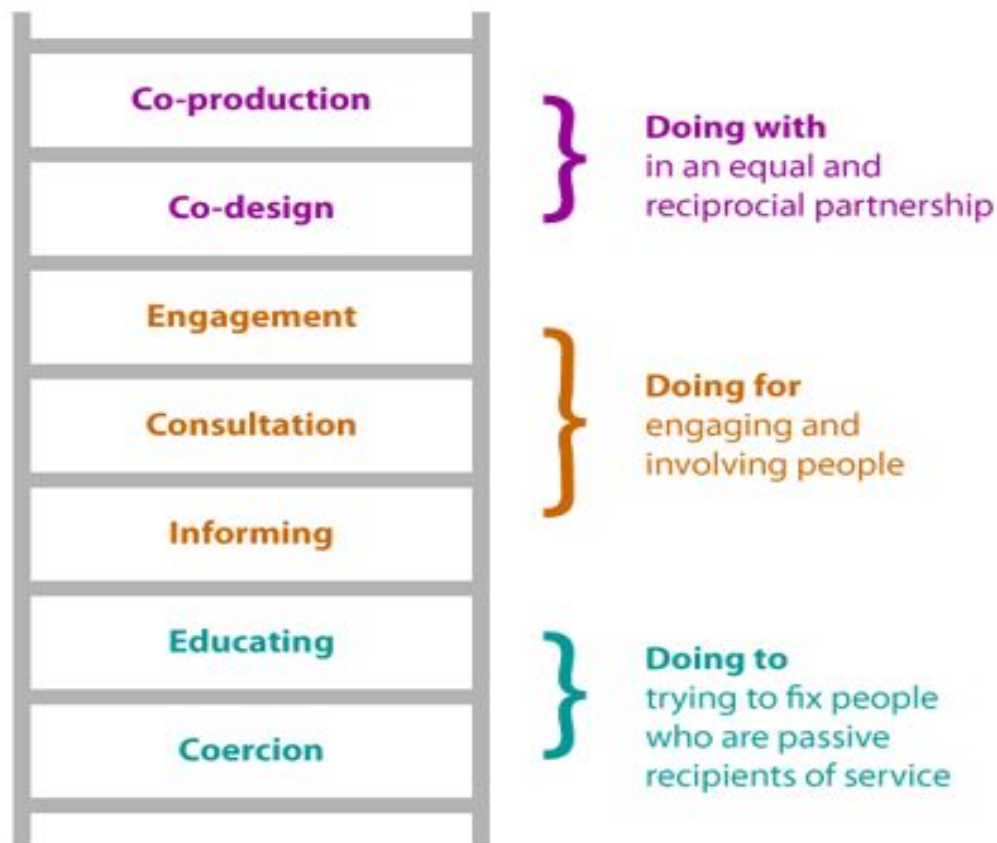
27. Any new technology requirements to support the key priorities will be considered by the Council's Technology Governance Board (TGB) for inclusion in the Technology Forward Plan, to ensure the resources, expertise and capacity within services is available. This will be monitored and continuously reviewed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

RISKS AND ASSUMPTIONS

28. "Your Care and Support" sets out Adult Social Care priorities for 2024 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. Your Care and Support: Doncaster's Adult Social Care Local Account 2024

31. Easy Read version of the above.

GLOSSARY OF ACRONYMS AND ABBREVIATIONS

32.

TLAP Think Local Act Personal

TGB Technology Governance Board.

REPORT AUTHOR & CONTRIBUTORS

Bryony Shannon, Strategic Lead for Practice Development

01302 736896 | bryony.shannon@doncaster.gov.uk

Phil Holmes
Director of Adults, Wellbeing and Culture
Phil.Holmes@doncaster.gov.uk
 01302 737529