



# Doncaster Council

## Report

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Date: 15<sup>th</sup> July 2024

To: To the Chair and Members of the Health and Adult Social Care Scrutiny Panel

### Adult social care in Doncaster: 2024 progress to date

Relevant Member(s)	Cabinet	Wards Affected	Key Decision?
Cllr Sarah Smith		All	No

#### EXECUTIVE SUMMARY

1. This report sets out progress so far towards the nine priorities for 2024 identified in Doncaster's local account for adult social care entitled "Your Care and Support".

#### EXEMPT REPORT

2. This report is not exempt.

#### RECOMMENDATIONS

3. To note and comment upon progress to date in delivering the priorities identified by "Your Care and Support", Doncaster's 2024 Local Account for Adult Social Care.
4. To note the emphasis upon co-production alongside Doncaster citizens and to consider any opportunities for Scrutiny Panel members to support this work.

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

5. 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.
6. 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

7. 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. Council Cabinet approved "Your Care and Support" Doncaster's Adult Social Care Local Account for 2024 in January.

8. “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.
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. 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.
11. “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. Working in this way (sometimes known as “co-production”) 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.
12. “Your Care and Support” draws together Doncaster peoples’ lived experience with local data. These sources of information were considered by the Making It Real Board when agreeing on the following nine priority areas 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.

13. We have now just passed the halfway point in 2024. The first six months of the year have seen a number of significant achievements to support the delivery of the above priorities:
- Reviewed the Adult Social Care co-production payments policy and recurrent funding identified so that people with lived experience who support co-production and co-design get appropriate recompense for their time.
  - Co-produced [Adult Social Care standards for co-producing written information](#)
  - Co-produced [public information about rights](#)
  - Restructured the [Support for Adults section of Your Life Doncaster](#) and co-designed the banner at the top of the page – promoted in Your Life Doncaster newsletter and on social media
  - Co-designed a z-fold card on ‘Your rights’ – 2,000 copies due to be printed and distributed
  - Co-produced new pages for the Council website on ‘What is adult social care’, ‘Finding the right support’, and ‘Eligibility’
  - Identifying opportunities to increase physical presence of social work teams in local communities, for example Community Adult learning disability team weekly drop ins, North Team ‘pop-up’ hub
  - Each social work team has created their own directory of local community resources after spending time researching this. These resources are now being used in new staff inductions.
  - Stripped away unnecessary paperwork when supporting someone when there are safeguarding concerns – to free up staff time to spend with people.
  - Testing out a new approach to safeguarding based on a relationship with a worker through which connected conversations are held about what matters to the person, rather than isolated discussions about ‘safeguarding’ undertaken by a separate team
  - Brought together a group of people (staff, individuals with lived experience) to agree a set of actions of how we can start to improve assistive technology and are proposing to introduce assistive technology hubs / libraries, where people can loan and test out pieces of equipment and technology
  - Secured funding and co-producing recruitment for a strategic lead role who can harness lived experience to improve our approach to Direct Payments
  - Engaged extensively with Doncaster people who have direct experience of receiving home-based support, as well as front-line workers and employers, as a prelude to co-designing and co-producing new approaches to home care and supported living
  - Co-designed and co-produced a Preparation for Adulthood Charter alongside young people and their parents
  - Supported Council-wide development of staff networks to improve understanding and support of equality, diversity and inclusion.
14. There is still a significant amount of work to do over the final six months of the year to deliver the priorities that Doncaster people have identified. However the first six months provide a strong foundation.
15. The frequent repetition of the words co-produce and co-design in the above paragraphs emphasises the importance of work being done “alongside” Doncaster people and not “to” them. There are opportunities for Scrutiny members to become personally involved in this work drawing on their own lived experience and their day-to-day contact with local residents.
16. Working alongside people and focusing hard on improving their and others’ lived experience of adult social care services is starting to have some impact on Doncaster’s performance. The following table summarises how Doncaster people in receipt of adult social care services responded to an annual

survey carried out in all council areas that asked them questions about their experience of being supported. This is part of what is known as the Adult Social Care Outcomes Framework (ASCOF). The table compares how Doncaster people scored adult social care in 2022-23 to the previous year, and to the average scores in both the region and in the country. Across almost all measures, Doncaster improved significantly over the period and moved into a position where performance exceeded both the regional and the national average.

Measure	Good is:	Doncaster 21-22	Doncaster 22-23	Region 22-23	England 22-23	National Rank (of 151)
1A - Social care-related quality of life	High	17.8	19.4	19.2	19	27
1B - Proportion of people who use services who have control over their daily life	High	75.2%	79.4%	77.6%	77.2%	51
111 - Proportion of people who use services who reported that they had as much social contact as they would like	High	24.3%	47.6%	46.3%	44.4%	42
3A - Overall satisfaction of people who use services with their care and support	High	65.3%	64.6%	65.8%	64.4%	75
3D1 - Proportion of people who use services who find it easy to find information about services	High	61.6%	62.1%	69.2%	67.2%	126
4A - Proportion of people who use services who feel safe	High	64.6%	73.3%	71.9%	69.7%	32
4B - Proportion of people who use services who say that those services have made them feel safe and secure	High	87.2%	92.1%	88.7%	87.1%	11

17. The two areas of worse feedback were in relation to peoples' overall satisfaction with the care and support they received (this worsened slightly and, while marginally better than the national average was now slightly worse than the national average) and people who found it easy to find information about services (this improved slightly but was still significantly adrift of national and regional averages). Performance challenges in these areas has contributed to the priority areas identified earlier in this report.

## REASONS FOR RECOMMENDED OPTION

18. There are no specific options to consider within this report. It provides an opportunity for the Panel to consider the information provided and provide feedback and comments.

## IMPACT ON THE COUNCIL'S KEY OUTCOMES

19.

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>	✓			
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.				

Great 8 Priority	Positive Overall	Mix of Positive & Negative	Trade-offs to consider – Negative overall	Neutral or No implications
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**

20.No Legal Implications have been sought for this report. Further specific advice can be provided to any issues raised by the Panel.

**Financial Implications**

21.No Financial Implications have been sought for this report. Further specific advice can be provided to any issues raised by the Panel.

**Human Resources Implications**

22.No Human Resource implications have been sought for this report. Further specific advice can be provided to any issues raised by the Panel.

**Technology Implications**

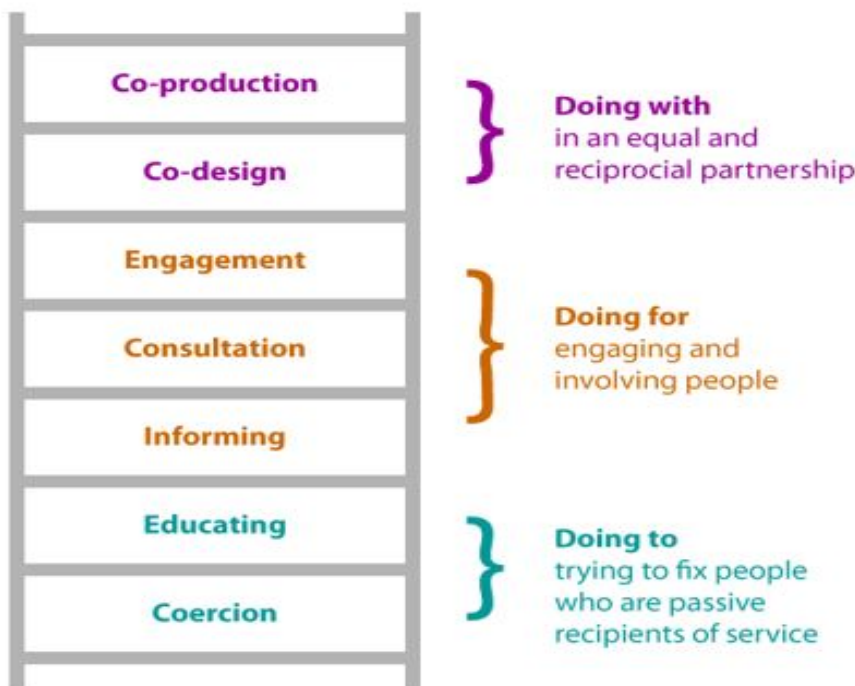
23.No Technology Implications have been sought for this report. Further specific advice can be provided to any issues raised by the Panel.

**RISKS AND ASSUMPTIONS**

24. There are no specific risks associated with this report

**CONSULTATION**

25.“Your Care and Support” and subsequent implementation of priorities have been developed alongside local people with experience of care and support using a co-production approach. This is represented in the diagram below (source: Think Local Act Personal).



## **BACKGROUND PAPERS**

26. Your Care and Support: Doncaster's Adult Social Care Local Account 2024

27. Easy Read version of the above.

## **GLOSSARY OF ACRONYMS AND ABBREVIATIONS**

28. None used

## **REPORT AUTHOR & CONTRIBUTORS**

**Phil Holmes**  
**Director of Adults, Wellbeing and Culture**  
[Phil.Holmes@doncaster.gov.uk](mailto:Phil.Holmes@doncaster.gov.uk)  
**01302 737529**