



Report to Policy Committee

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Report of: Alexis Chappell, Strategic Director of Adult Care & Wellbeing

Report to: Adult Health & Social Care Policy Committee

Date of Decision: 14th June 2023

Subject: Update report from the Strategic Director of Adult Care & Wellbeing

Has an Equality Impact Assessment (EIA) been undertaken?	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
If YES, what EIA reference number has it been given? 1148				
Has appropriate consultation taken place?	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
Has a Climate Impact Assessment (CIA) been undertaken?	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
Does the report contain confidential or exempt information?	Yes	<input type="checkbox"/>	No	<input checked="" type="checkbox"/>

Purpose of Report:

This paper provides a Strategic Director's update regards the performance and governance of Adult Health and Social Care services, including progress in meeting DASS (Director of Adult Social Services) accountabilities and delivering on our statutory requirements.

It also provides an update regards Adult Care and Wellbeing progress in relation to the Council's Delivery Plan, key strategic events and issues on the horizon.

Recommendations:

It is recommended that Adult Health and Social Care Policy Committee:

1. Notes the Strategic Director of Adult Care and Wellbeing report.

Background Papers:

[Our adult social care vision and strategy | Sheffield City Council](#)

[Time to Act – A Roadmap for Adult Social Care | ADASS](#)

[Corporate Delivery Plan | Sheffield City Council](#)

[Care workforce pathway for adult social care: call for evidence | Department of Health & Social Care](#)

[Direct Payment & Personalisation Strategy Sheffield City Council](#)

[Carers Delivery Plan | Sheffield City Council](#)

[Involvement Delivery Plan | Sheffield City Council](#)

[Adult Social Care Festival of Involvement | Sheffield City Council](#)

[Adult Care and Wellbeing Involvement Hub | Sheffield City Council](#)

Lead Officer to complete:-		
1	I have consulted the relevant departments in respect of any relevant implications indicated on the Statutory and Council Policy Checklist, and comments have been incorporated / additional forms completed / EIA completed, where required.	Finance: Laura Foster
		Legal: Patrick Chisolm
		Equalities & Consultation: Ed Sexton
		Climate: Jon Brenner
	<i>Legal, financial/commercial and equalities implications must be included within the report and the name of the officer consulted must be included above.</i>	
2	SLB member who approved submission:	Alexis Chappell
3	Committee Chair consulted:	Cllr Angela Argenzio
4	I confirm that all necessary approval has been obtained in respect of the implications indicated on the Statutory and Council Policy Checklist and that the report has been approved for submission to the Committee by the SLB member indicated at 2. In addition, any additional forms have been completed and signed off as required at 1.	
	Lead Officer Name: Jon Brenner	Job Title: <i>Assistant Director Strategy and Workforce Delivery</i>
	Date: 1 st June 2023	

1. PROPOSAL

1.1.1 As always, this report starts with recognition and gratitude for all those working in the adult social care sector, who continue to work together to support people stay safe, well and independent.

1.1.2 This report reflects a refreshed approach to reporting to the Committee, taking on board feedback from Members from the last year and the start of a new cycle of assurance. Comments from the Committee would be very welcome on what will best support their role.

1.2 Cycle of Assurance

1.2.1 The Committee and officers supporting it spent last year putting in place the overall strategy for adult social care in the system, foundational infrastructure, and the relevant delivery plans. A cycle of assurance is now being developed to ensure we track and report in a systematic way.

1.2.2 As set out in the Governance Strategy, the DASS Update report will come to every Committee giving updates and assurance on those delivery plans already in place along with key updates on developments in the sector. These reports will also start to link the activity to the overall outcomes, i.e., the difference the decisions taken are making to people of Sheffield lives.

1.2.3 Performance and risk updates will be provided on a quarterly basis. This report includes those updates in Appendix 2 of this report. In summary the performance report sets out:

- Reviews: - Annual reviews are now at the highest level for the last 10 years and is forecast to further improve, achieving the 75% Delivery Plan target by June 2023.
- Providing Support: - The time taken to put support in place is performing well, sickness absence in the service is reducing and safeguarding risks reduced is sustaining good performance.
- Cost of Care: - The cost of care packages will see a cost pressure in 2023/24 due to fee rates, inflation and growth in demand, an increase in package costs will occur, most noticeably in April when the planned annual fee increase takes effect. The impact of this on the overall adult social care budget is to some extent offset by grants, income from contributions and staffing.
- Quality: - Quality of care performance is an area of ongoing focus. Quality assurance activity, introduction of the Care Quality Framework in 2023/24 and completion of recommissioning of all community provision should support all community commissioned providers to achieve and sustain a good rating. Our focus will be on achieving a good rating across all residential provision as part of residential review, agreed at Committee in February 23.

1.2.4 Good progress is being made around delivery upon Council Delivery

Plan milestones as also set out in appendix, with further updates on each milestone incorporated as part of the Cycle of Assurance presented today through the governance reports and the DASS highlight reports.

1.3 Update: Direct Payments & Personalisation:

1.3.1 The Direct Payments Improvement Programme has been very busy over the past 6 months since the approval on 19th December 2022 of the [direct payment and personalisation strategy](#). The Direct payments strategy supports us to deliver the outcomes for our ten year strategy for adult social care, specifically the Active and Independent outcomes:

- People who use services who have control over their daily life (ASCOF measure 1B) (*I know that I have control over my life, including planning ahead; I can manage money easily and use it flexibly; I can have fun, be active, and be healthy*)
- The proportion of people who use services who find it easy to find information about support (ASCOF measure 3D) (*I know what services and opportunities are available in my area; I know where to go and get help*)

1.3.2 In summary, the programme has:

- Launched a new Direct Payments Personalisation Strategy at a successful event on 18th May.
- Introduced a Direct Payments training course and running it monthly for staff.
- Launched a suite of factsheets on Direct Payment related topics available in dedicated SCC Direct Payment web page.
- Reviewed how the direct payment process currently works as a partnership. The next step is to establish and implement a streamlined process based on the feedback and review.
- A Individual Service Funds pilot, which includes identifying options for a new payment solution to support the Individual Service Fund.
- Procured an interim Direct Payments support service with Penderels.
- A successful pilot with Company Shop in securing memberships for Personal Assistants.
- Initiatives to promote and encourage recruitment and retention to the role of Personal Assistants.
- An improvement plan to further strengthen our Direct Payment audit function.
- New policy on employing family members as Personal Assistants and determining individual's reasonable preferences and topping up Direct Payments.
- Quality assurance framework to ensure money management accounts effectiveness.
- Standardised the approach to Direct Payment reporting across Adults and Childrens.

1.3.3 Over the next 6 months, the project will be focussing on:

- Reviewing the audit processes to implement the requirements agreed.
- Approving the recommendation from the options appraisal and procuring a new payment solution for individual service funds (ISF).
- Implementing the ISF pilot. Agree as-is and to-be process flows. Producing a proposal on standardising sleep-in rates.
- Developing an annual report for consideration by March Committee setting out our progress made and priorities for 23/24.

1.4 Update: Unpaid Carers

1.4.1 Since the [Carers Delivery Plan](#) was agreed by Committee on 19th December 2022, there has concerted work to deliver it. The Unpaid Carers supports us to deliver the outcomes for our ten-year strategy for adult social care, specifically the Connected and Engaged outcomes:

- Overall satisfaction of carers with social services (ASCOF measure 3B) (*I am confident to engage with friends/support services*)
- Proportion of carers who report that they have been included or consulted in discussion about the person they care for (ASCOF measure 3C) (*I am listened to and heard and treated as an individual.*)
- The proportion of carers who find it easy to find information about services (ASCOF measure 3D) (*I know where to go and get help.*)

1.4.2 This work has included:

- Working with partners to put on a range of activities for Carers Week (5-11 June). This includes awareness raising, staff training, carers events etc. We are also launching a new multiagency Carer Voice group and Sheffield Carers Centre are launching their carer network.
- Launching a new multi-agency carer voice group meaning health and social care issues can be dealt with in one place.
- Work with Sheffield Young Carers to identify options to improve their experience of the process of carers assessment and support. Promoted identification of young carers on the school's census.
- Renewed the city's subscription to Employers for Carers- who work to support employment for those with caring responsibilities.

1.4.3 The next 6 months will focus upon:

- Widen the work on awareness of young carers, including eLearning for social care and health staff.
- Develop longer term planning for families with aging carers, working with Mencap and Gateway to review current arrangements.

- Joint work across the ICB on carers resource packs being available across Primary Care and wider health partners.
- Ensure all schools in the city has a named Young Carers Lead.
- Developing an annual report for consideration by March Committee setting out our progress made and priorities for 23/24.

1.5 Update: Involvement in Adult Social Care

1.5.1 The Committee approved [the involvement delivery plan](#) on 19th December 2022, setting out an review and significant expansion in the involvement, engagement and coproduction approach taken across Adult Care & Wellbeing. The involvement delivery plan supports us to deliver the outcomes for our ten-year strategy for adult social care, specifically the Aspire and Achieve outcomes:

- I feel that I have a purpose.
- I am seen as someone who has something to give, with abilities, not disabilities. I get support to help myself.
- I have balance in my life, between being a parent, friend, partner, carer, employee.

1.5.2 Since then, there has been investment and progress, including:

- South Yorkshire Housing Association were chosen as our external involvement partners by the service involvement forum, after a competitive process.
- That project is now expanded to a 2-phase project – a festival of involvement running June / July and a service wide co-production phase in the autumn
- The festival has 14 events across 7 themes mixing online and in person events. The themes chosen were: ‘What do we mean by involvement?’, safeguarding, designing an accommodation strategy, co-producing the local account, testing out community performance clinics, activities with care homes residents and their families, technology enabled care. Full details of the festival can be found on the [Festival web page](#)
- Working as part of council-wide “Have your say Sheffield” digital involvement platform, implementing a specific [adult social care hub](#) including interactive functionality and hub for how to get involved with adult social care engagement. Currently 11 live engagement offers including the festival programme.
- Now published 2 community involvement newsletters for anyone who wants to be involved in the adult social care engagement, including the VCF and providers to support them involve people directly and with us.
- In process of reviewing and refreshing the existing forums and boards. For example, launching an election process for representatives on the LD partnership board and refreshed membership for both that and Autism partnership board to increase citizen membership.

- Internal staff involvement event to explore internal support to start to embed a wider culture of listening and involvement.

1.5.3 Over the next 6 months we will:

- Hold the Festival of Involvement, then analysis and use all the things we've been told to inform our new Directorate Plan so that people can see the feedback they have given is informing our priorities and actions.
- Autumn 2nd phase to coproduce service wide mechanisms to embed involvement across the whole of adult social care.
- Look specifically at involvement of Black and Minority Ethnic groups and how we can build in partnership our engagement programme.
- Developing an annual report for consideration by March Committee setting out our progress made and priorities for 23/24.

1.6 National Social Care Developments

1.6.1 ADASS Roadmap – ‘A Time to Act’

Several members of the leadership team attended the launch of the Association of Directors of Adult Social Services (ADASS) Roadmap setting out a sector wide call for immediate action on adult social care.

1.6.2 The document recommends the sector adopt a collective vision and propose the one developed by the influential national body Social Care Futures. Their vision (below) closely matches that set out in the City's Adult Social Care Strategy.

“We all want to live in the place we call home, with the people and things that we love, in communities where we look out for one another, doing that matter to us.”

1.6.3 The report calls for a better system of care and support which is:

1. Focused on outcomes.
2. Personalised, co-created and flexible.
3. Proactive and preventative
4. Integrated and coordinated.
5. Local, community-based, and relational
6. Sustainable, efficient, and effective
7. Fair in what it asks of people.
8. Accessible and affordable.

A summary diagram is set out in Appendix A. The full roadmap can be found on the [ADASS website](#).

1.6.4 Care Workforce Pathway for Adult Social Care

The Department for Health and Social Care (DHSC) has been calling for evidence on the development a care workforce pathway for adult social care.

The consultation and response were due in while the Committee did not meet over the election period, however we have been steered by the feedback received on the Workforce Strategy agreed at the March 2023 committee.

1.6.5 The initially proposed pathway is below.

The full document is available on the [government website](#).

1.7 Preparation for CQC Inspection

1.7.1 In March 2023 the Care Quality Commission (CQC) published more detailed guidance on the inspection framework for local authorities. This can be found on the [CQC website](#) and officers continue to collate the evidence and update our self-assessment in preparation.

1.7.2 The new inspections commenced in April 2023, and Sheffield is not in the initial 5 local authority areas being inspected as pilot sites between then and September 2023. We are in contact with some of those areas to hear their feedback and use their learning to inform our ongoing preparations.

2. HOW DOES THIS DECISION CONTRIBUTE?

2.1 Organisational Strategy

2.1.1 Our long-term strategy for [Adult Health and Social Care](#), sets out the outcomes we are driving for as a service, and the commitments we will follow to deliver those outcomes:

- Support people to live a fulfilling life at home, connected to the community and resources around them, and provide care and support where needed.
- Provide temporary assistance to help people regain some stability and control in their life following ill health or crisis.
- Provide care and support with accommodation were this is needed in a safe and supportive environment that can be called home.
- Make sure support is led by 'what matters to you,' with helpful information and easier to understand steps.
- Recognise and value unpaid carers and the social care workforce and the contribution they make to our city.
- Make sure there is a good choice of affordable care and support available, with a focus on people's experiences and improving quality of provision.

3. HAS THERE BEEN ANY CONSULTATION?

- 3.1 The purpose of this report is to provide and update in relation to Adult Care Services.
- 3.2 Consultation is undertaken during the development of proposals for the budget and implementation of proposals for the budget as appropriate.
- 3.3 An overall approach to coproduction and involvement is also a key element of the delivery plan, ensuring that the voice of citizens is integrated into all major developments ahead. This includes signing up to Think Local Act Personal Making It Real as agreed at Committee in December 2022.

4. RISK ANALYSIS AND IMPLICATIONS OF THE DECISION

4.1 Equality Implications

- 4.1.1 This update is based on a strategic approach, which was supported by a comprehensive equality impact assessment, which can be found on the Council website Our adult social care vision and strategy (sheffield.gov.uk).
- 4.1.2 Any individual parts of our change and activity will require their own detailed equality impact assessment, which will be completed to inform plans and decision making.

4.2 Financial and Commercial Implications

- 4.2.1 The strategy was supported by a financial strategy, which can be found on the Council website Our adult social care vision and strategy (sheffield.gov.uk), and is closely aligned with the budget strategy.
- 4.2.2 The additional update does not alter this strategy, although does add a layer of detail.
- 4.2.3 All individual components of Adult Social Care activity will be assessed for their financial contribution to this finance strategy and the Council's budget. This will be used to inform both plans and decision-making.

4.3 Legal Implications

- 4.3.1 The core purpose of adult health and social care support is to help people to achieve the outcomes that matter to them in their life. The Care Act 2014 sets the Council's statutory power to direct the provision that:
- promotes wellbeing.
 - prevents the need for care and support.
 - protects adults from abuse and neglect (safeguarding)
 - promotes health and care integration.

- provides information and advice.
- promotes diversity and quality.

4.3.2 The Care Act Statutory Guidance requires at para 4.52 that “... Local authorities should have in place published strategies that include plans that show how their legislative duties, corporate plans, analysis of local needs and requirements (integrated with the Joint Strategic Needs Assessment and Joint Health and Wellbeing Strategy), thorough engagement with people, carers and families, market and supply analysis, market structuring and interventions, resource allocations and procurement and contract management activities translate (now and in future) into appropriate high quality services that deliver identified outcomes for the people in their area and address any identified gaps.

4.3.3 The Living the life you want to live – Adult Social Care Strategy which was approved in March 2022 set out the high-level strategy to ensure these obligations are met.

4.4 Climate Implications

4.4.1 The Adult Social Care Strategy makes specific reference to ensuring a focus on Climate Change – both in terms of an ambition to contribute to net zero as well as adapt to climate change.

4.4.2 Any individual parts of our change and activity will require their own detailed climate impact assessment, which will be completed to inform plans and decision making.

4.4 Other Implications

4.4.1 There are no specific other implications for this report. Any recommendations or activity from the detailed workplans of the strategy will consider potential implications as part of the usual organisational processes as required.

5. ALTERNATIVE OPTIONS CONSIDERED

5.1 Not applicable – no decision or change is being proposed.

6. REASONS FOR RECOMMENDATIONS

6.1 This report provides an update regards Adult Care activities for Members.