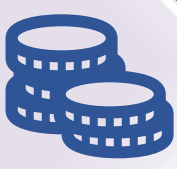
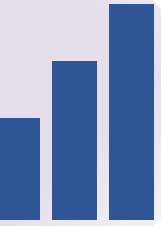


# Your Care and Support

## Sheffield's Adult Social Care

### Local Account



2022  
to 2023

Sheffield  
City Council



# 1. Introduction

This is our Local Account; it sets out how adult social care performed in Sheffield across 2022 to 2023. It's for everyone who has an interest in adult social care, we hope you find it useful and informative.

Our last Local Account for 2021/22 covered the period of the COVID-19 pandemic. This was a hugely challenging time for all citizens who receive care and carers. We recognise that for many people who receive or provide care COVID-19 continues to affect how people live their lives.

We want to ensure that our Local Account is relevant to the citizens of Sheffield, so this year it has been co-produced by a group of citizens who receive social care, carers, and officers from the Council. By co-produced we mean that this document has been created in partnership with everyone involved in the process having an equal say.

## Our vision in the Adult Social Care Strategy 2022-2030 is:

*Everyone in Sheffield lives in a place they can call home, in communities that care, doing things that matter to them, celebrated for who they are – and when they need it, they receive care and support that prioritises independence, choice, and recovery.*

We have structured our Local Account around the outcomes of this strategy:



Under each outcome we've provided data on how we're performing and what our future priorities are. If you have any questions you can contact us via [involvement@sheffield.gov.uk](mailto:involvement@sheffield.gov.uk)

## Further Reading:

[Living the life you want to live Sheffield's adult social care vision 2022 to 2030](#)

[Cycle of Assurance](#)

[Adults Strategy Delivery Plan Update \(September 2023\)](#)

## About Adult Social Care

Adult social care helps adults with care needs to live as independently as possible and to stay safe and well. Services include:

- **Information, advice and guidance**
- **Safeguarding adults**
- **Providing equipment and adaptations so someone can live more independently**
- **Care at home or in a homely setting**
- **Helping someone to stay active in their community**
- **Support to unpaid carers**
- **Supporting people to become more independent**
- **Direct payments to enable citizens to arrange their own care**

Someone may receive care in their own home or in another homely setting, such as a care home. Someone may have care needs on an ongoing basis or for a short period for example after a stay in hospital. There are many reasons why someone might need care from mental health conditions, old age, physical disabilities, learning disabilities or a combination of these. Care needs are unique to the individual so it's important that care is personalised. Care needs can also change, someone's care needs may increase or decrease over time.

Whilst this is a Sheffield City Council document we recognise that adult social care is delivered by a wide range of individuals and organisations across the public, private and voluntary sectors all working together. The work of all of these partners is essential for delivering social care in Sheffield.



## How to Access us?

If you think you or someone you know has care needs you can contact our First Contact service to arrange a care and support assessment. If you are concerned that an adult is being abused, neglected or is at risk of this you should report this to First Contact.

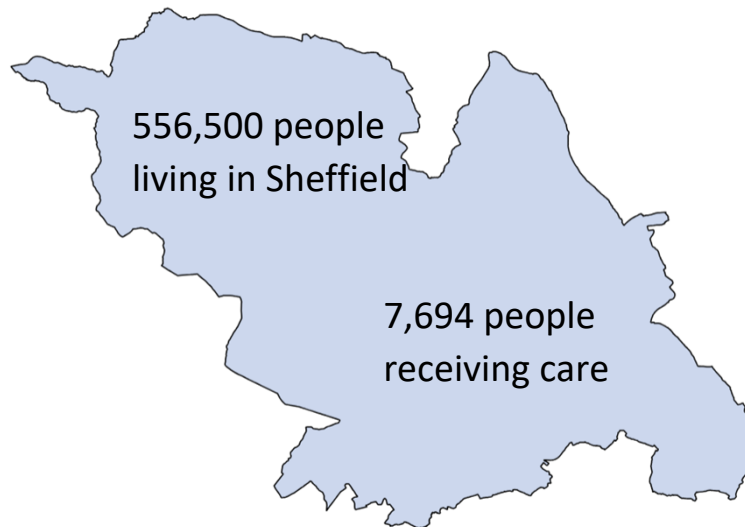
0114 273 4908

[adultaccess@sheffield.gov.uk](mailto:adultaccess@sheffield.gov.uk)

If you care for somebody Sheffield Carer's Centre, a local independent charity offer a range of services to support carers' health and wellbeing.

0114 272 8362

## 2. About Sheffield<sup>12</sup>



Of this there are:

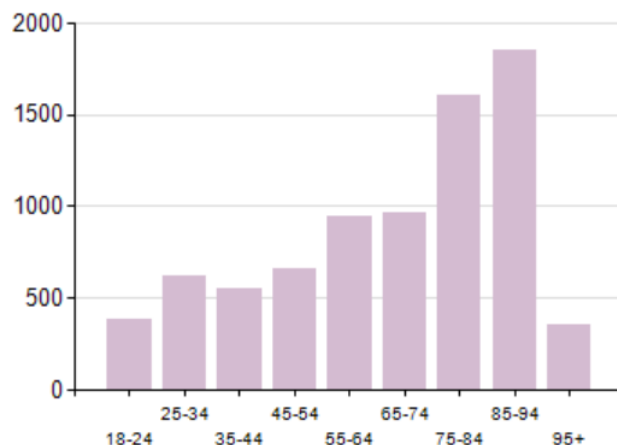
**4,189 citizens with care needs linked to old age**

**1,286 citizens with learning disabilities**

**1,061 citizens with physical disabilities**

**718 citizens with mental health conditions**

The total number of citizens with care needs is likely higher than this because people who arrange their own care are not recorded in our data. Older people make up the majority of citizens receiving funded adult social care. 60% of the people we supported in 22/23 were over the age of 65<sup>Error! Bookmark not defined.</sup>. The below graph shows the breakdown of people receiving funded adult social care by age



<sup>1</sup> ONS, [How Life Has Cha](#)

<sup>2</sup> Sheffield City Council, |

group.

The majority of people receiving funded adult social care are white (80%) whilst 4% of people who receive care are Asian and 5% black<sup>Error! Bookmark not defined.</sup>, this broadly mirrors Sheffield's population as reported in the 2021 Census with the exception of Asian people. 9.6% of people in Sheffield reported that they were of Asian ethnicity in the 2021 Census<sup>Error! Bookmark not defined.</sup>, this may suggest that there is an underrepresentation of Asian citizens in our services. It's important that we understand the ethnic diversity of people who have care needs so we can design and provide services appropriately.

In 22/23 56% of people who received care were female and 43% were male.

Unpaid carers undertake essential work providing care for someone else. Research by Carers UK found that the economic value of the contributions made by unpaid carers in England and Wales is roughly equivalent to the entire budget for NHS health service spending<sup>3</sup>.

It is difficult to exactly know how many unpaid carers are in Sheffield. Not everyone who provides unpaid care may consider themselves a carer. As of March 2023, 2,594 citizens with care needs recorded on our system had an unpaid carer supporting them<sup>Error! Bookmark not defined.</sup>.

## Further Reading

[Sheffield Joint Health & Wellbeing Strategy](#)

[Carers Delivery Plan](#)

# 3. Safe and Well

Keeping people safe and well is the most important element of adult social care. This includes safeguarding, protecting a person's right to live in safety, free from abuse and neglect.

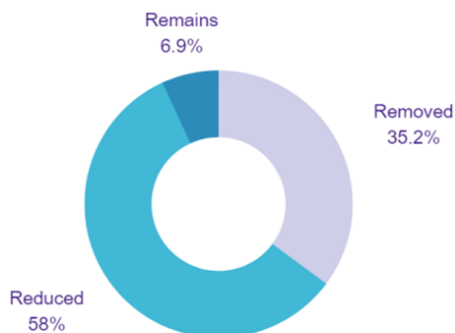
<sup>3</sup> Carers UK, Valuing Carers, May 2023 <https://www.carersuk.org/media/2d51e03c/valuing-carers-report.pdf>

In 22/23 5,660 safeguarding concerns were raised in Sheffield. Of these 1,285 (23%) progressed to formal enquiries<sup>4</sup>.

In the majority of cases safeguarding risks were reduced or removed. In 6.9% of enquiries the risk remained, this is an improvement from 21/22 where risk remained in 19.5% of all safeguarding enquiries<sup>4</sup>. Risks may remain because this is the person's preferred outcome.

We all have a role to play in safeguarding. The Sheffield Safeguarding Adults Partnership (SASP) ensures we all work together on safeguarding. Abuse and neglect of adults can take many forms. SASP provides training on safeguarding to anyone who works with adults.

In Safeguarding Enquiries Was the Risk Removed or Reduced?



In 22/23 859 people attended safeguarding training<sup>4</sup>.

Quality of care is also key. The Care Quality Commission (CQC) regulates care providers. Across the 238 CQC regulated providers in Sheffield, 85% are rated as good or outstanding (Sep 23)<sup>5</sup>. In 22/23 86% of people surveyed who use our services said that those services have made them feel safe and secure. This is an improvement from 79% in 21/22<sup>6</sup>.

Partners across the health and social care sector work together to prevent people from needing to go into hospital and making sure that people ready to leave hospital can be discharged quickly. The Sheffield Health and Care Partnership (HCP), a partnership of NHS organisations, Voluntary Action Sheffield and the Council has identified a "home first" approach to hospital discharge as a priority for 2023-2025. This means that, where possible, people should be supported to return home for care assessments. By assessing a citizen's care needs at home instead of in hospital we can ensure that the right care for long term needs is provided.

Short term services, such as from the Council's Short term Intervention Team, can help people to return home from hospital. Just over half of all people in Sheffield who receive short term services do not go on to receive long term support<sup>7</sup>. This allows citizens to remain independent in their own homes and prevents readmissions into hospital. 85% of people aged 65+ who were referred to reablement/rehabilitation services were still at home 3 months after their hospital discharge<sup>8</sup>.

Some specific services help particularly vulnerable groups of people in Sheffield. The Changing Futures programme, for example, supports a small number of people who face severe and multiple disadvantages including homelessness, mental illness, drug or alcohol addiction and exploitation. Many of these people do not yet receive formal care but their health and quality of life is severely impaired, and the service has helped people start to regain control and live more independently.

<sup>4</sup> Sheffield Adult Safeguarding Partnership, Annual Report, 2022/23

[https://www.sheffieldasp.org.uk/assets/1/final\\_annual\\_report\\_22-23\\_.pdf](https://www.sheffieldasp.org.uk/assets/1/final_annual_report_22-23_.pdf)

<sup>5</sup> % of Regulated Care – Care Homes & Community based services – rated good or outstanding, Care Quality Commission [20.3 Appendix 2 - Adult Performance Sept 23.pdf](#)

<sup>6</sup> People who use services who say that those services have made them feel safe and secure. (ASCOF 4B) [20.3 Appendix 2 - Adult Performance Sept 23.pdf](#)

<sup>7</sup> ASCOF 2D: The outcome of short-term services: % not resulting in long term support

<sup>8</sup> ASCOF 2B(1): The proportion of older people (aged 65 and over) who were still at home 91 days after discharge from hospital into reablement/rehabilitation services [Appendix 2 - Adult Performance Sept 23.pdf](#)



**In the next two years we will:**

- Set up a new model for hospital discharge to help more citizens with care needs to get support in place quickly.
- Establish a new framework for sourcing care homes for citizens.
- Continue to develop a new front door with partners for all adult safeguarding enquiries

## Further Reading

[Sheffield Adult Safeguarding Partnership Annual Report 22/23](#)

[Sheffield HCP Place Plan 2023-2025](#)

# 4. Active and Independent

Social care should seek to maximise the independence of citizens with care needs ensuring that they are able to make decisions or are involved in decisions about the care they receive. Direct Payments allow citizens to have more control over their care. Money is paid directly to a person or someone on their behalf for them to arrange and pay for the care that they need. This means that they can arrange their care in the way that best suits them. Direct Payments are not right for everyone as they require administrative work by the person receiving care or someone on their behalf.

## In 22/23...

- **31.9% of citizens with care needs in Sheffield received a Direct Payment, higher than the regional average of 26.7%**<sup>9</sup>
- **950 people employed personal assistants via their direct payment**<sup>10</sup>

A high proportion of Direct Payments may reflect that the services we commission as a Council do not always meet the diverse needs of citizens with care needs.

Technology enabled care (TEC) provides opportunities to help citizens live more independently. For example, a pendant alarm can help someone at risk of falls to continue to live at home. We are

<sup>9</sup> ASCOF 1C(2A): The proportion of people who use services who receive direct Payments [Appendix 2 - Adult Performance Sept 23.pdf](#)

<sup>10</sup> Skills for Care, Adult Social Care Workforce Data, 22/23 [My local area \(skillsforcare.org.uk\)](#)



currently working on a new TEC offer to build upon our successful Citywide Care Alarms offer which supports over 8,000 people.

In our 22/23 I Statements survey we asked citizens who receive care if they agreed with the following statements<sup>11</sup>:

- I know that I have control over my life, which includes planning ahead. 61% of respondents agreed.
- I am seen as someone who has something to give, with abilities, not disabilities. I get support to help myself. 58% of respondents agreed

**In the next two years we will:**

- Enhance our direct payments offer by enhancing staff training on direct payments and involve citizens with care needs in co-producing our direct payment offer.
- Implement a new Technology Enabled Care model to enable citizens with care needs in Sheffield to benefit from the latest technology.
- Continue to embed our transitions team helping children with care needs move into adult social care services on reaching 18 years old.

## 5. Connected and Engaged/ Aspire and Achieve

It's important that everyone knows how adult social care works, what their legal rights are, what services are available and how they can be accessed. The Sheffield Directory website provides this service. Anyone can request to add items or services to the directory which meet the directory criteria.

Our I Statement survey to citizens who receive care in 22/23 asked several questions on access to information.<sup>11</sup>.

- I know what services and opportunities are available in my area. 43.4% agreed
- I know where to go and get help. 51.1% agreed
- I know what services are available and can make informed decisions. 36.4% agreed
- The system is easy to navigate. 26.3% agreed

Adult social care is a highly complex system and there is further for us to go in helping people navigate this. We continually look to improve our offer on communications and information.

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<sup>11</sup> Sheffield City Council, I Statement Survey Analysis 22/23

It's also important that we get our offer right for carers. A carers survey is undertaken by all Local Authorities nationally, this was last undertaken in 21/22.

- 34.7% of carers surveyed were overall satisfied with adult social care in Sheffield.<sup>12</sup>
- 53.3% of carers surveyed told us they find it easy to find information about services.<sup>13</sup>
- 62.4% of carers surveyed reported that they felt included in discussion about the person they cared for.<sup>14</sup>

Going forward we will engage with carers better to understand their needs and how we can best support them in line with our Carers Delivery Plan.

We don't always get things right and it's important we learn from complaints.

## In 22/23...

- **Adults, Care and Wellbeing received 226 complaints**
- **The highest proportion of complaints related to quality of care and after this staff**
- **For corporate complaints in 11% of cases a service failure was identified and resolved, for statutory complaints this was 18%**
- **12 referrals were made to the Local Government and Social Care Ombudsman of which two were upheld, both related to charging**

We are continuing to embed a learning process from complaints where the investigating manager captures points of learning to improve our services going forward. In 23/24 we are embedding a new learning dashboard for complaints across the Council. This will align to the new proposed joint code from the Ombudsman.

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<sup>12</sup> ASCOF 3B: Overall satisfaction of carers with social services

<sup>13</sup> ASCOF 3D (2): The proportion of carers who find it easy to find information about services.

<sup>14</sup> ASCOF 3C: Proportion of carers who report that they have been included or consulted in discussion about the person they care for

**In the next two years we will:**

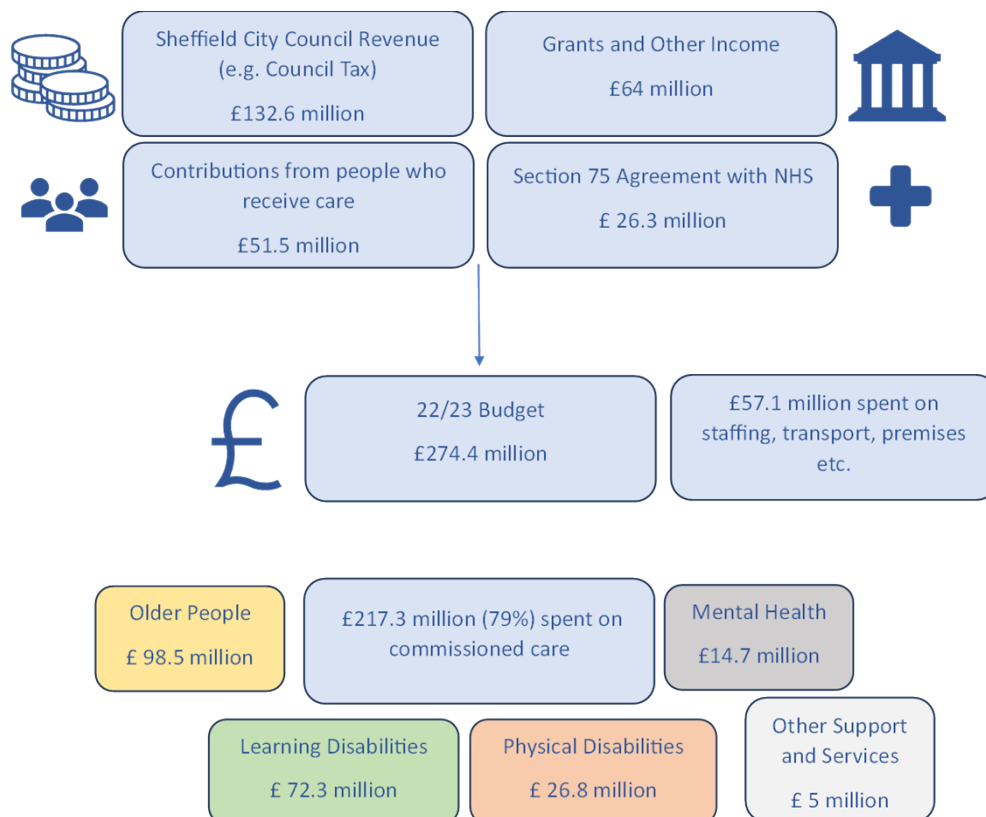
- Expand and build upon our co-production work across all of Adult Social Care in developing services, policies and strategies
- Publish a Carers Report annually setting out how we are performing on our duties to carers and what we are doing to improve

**Further Reading**

[Sheffield Directory](#)

## 6. Effective and Efficient

In 2022/23 Sheffield City Council had a budget of £274.4 million to pay for adult social care<sup>15</sup>. Almost half of all of the Council's spend on adult social care came from council tax paid by citizens, business rates from commercial properties and revenue support grant from government.



<sup>15</sup> Adult Social Care Financial Update and Progress with Financial Recovery Plan, June 2022

### Spend on Commissioned Services 2022/23 (£000s)

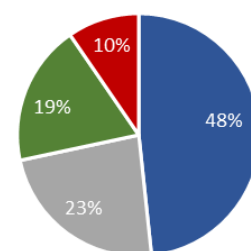
	Older People	Learning Disabilities	Physical Disabilities	Mental Health	Total
Home Support	30,217	1,268	5,467	110	37,062
Direct Payments	9,726	23,081	12,724	5,619	51,150
Residential & Nursing Care	48,149	16,352	3,825	8,174	76,500
Short Term Care	1,788	665	713	80	3,246
Supported Living	7,167	24,243	3,570	332	35,312
Day Services	367	4,088	410	20	4,885
Other	1,049	2,592	131	386	4,158
<b>Total</b>	<b>98,463</b>	<b>72,289</b>	<b>26,840</b>	<b>14,721</b>	<b>212,313</b>

Every year the cost of providing adult social care increases because of inflation, increased demand on services and other factors. Adult social care faces significant funding challenges because the amount of funding has not increased at the same rate as costs. To manage the difference between new income and new costs, the Council has to propose savings each year to set a balanced budget.

79% of the adult social care budget is spent directly on delivering care through services the Council commission. The above table shows a breakdown of our spend on commissioned services in 2022/23.

A financial assessment is done for each person to determine whether they need to contribute towards the cost of social care. Generally older people are more likely to have built up capital and be required to contribute to the cost of their social care.

In June 2022 the Sheffield Race Equality Commission (REC) published its report into racism and racial disparities in Sheffield<sup>16</sup>. In the Council's response in December 2022 commitments were made to make continuous improvements, develop racial literacy and eradicate racial inequalities which exist within the Council and the services it delivers. In Adults, Care and Wellbeing we are integrating lessons learned from the report into how we provision and commission services.



- Sheffield City Council Revenue
- Grants and Other Income
- Contributions from people who receive care
- Section 75 agreement with NHS

Sources of adult social care funding 22/23 (% total)

## In Sheffield ...

- **17,500 posts in the care sector**
- **1,600 posts were vacant in 22/23**
- **25% of posts were zero hours**
- **Average pay was £10.50 per hour**

<sup>16</sup> Sheffield Race Equality Commission, An Independent Commission into racism and racial disparities in Sheffield [https://www.sheffield.gov.uk/sites/default/files/2022-07/rec-final-report\\_1.pdf](https://www.sheffield.gov.uk/sites/default/files/2022-07/rec-final-report_1.pdf)

Further work is needed to improve pay and conditions to encourage people to work and stay in the sector.

The annual Dignity Awards celebrate outstanding examples of best practice in adult care and wellbeing in Sheffield. The awards are open to everyone working in adult care and wellbeing. The awards are judged by local people with current experience of adult social care.

Nicola Sterling Dementia Services Coordinator at Age UK won the Active and Independent category:

*"Nicola listens with empathy and understanding and respects that each person is an individual"*

**In the next two years we will:**

- Deliver a new Workforce Strategy across the care sector in Sheffield to help retain staff and increase recruitment
- Deliver a Joint Funding Plan with the NHS to set out how we are effectively using our joint funding effectively
- We are bringing forward a further report to Strategy and Resources Committee in December 23 which will set a new equalities framework and statutory equality objectives

## Further Reading

[Sheffield Care Sector Workforce Development Strategy](#)

# 7. How to get involved

If you would like to get involved with future engagement please contact Kate Damiral, Involvement Coordinator 0114 273 4442 or 07733 308335 [kate.damiral@sheffield.gov.uk](mailto:kate.damiral@sheffield.gov.uk) We also run a Care and Wellbeing Involvement newsletter, you can subscribe to this via the link below:

<https://haveyoursay.sheffield.gov.uk/hub-page/adult-health-and-social-care>

Sheffield Safeguarding Adults Partnership also run a forum for anyone interested in keeping adults safe.

<https://www.sheffieldasp.org.uk/sasp/sasp/our-customer-forum/have-your-say-get-involved>

## 8. Closing Statement

Thank you for reading Sheffield's 2022/23 Local Account for adult social care, we hope you've enjoyed reading it and found it informative and interesting.

The Local Account is an important way for us to be clear about how adult social care is performing in Sheffield, where we are doing well and where we need to improve. Currently work is underway to deliver improvements in the areas identified in the Local Account.

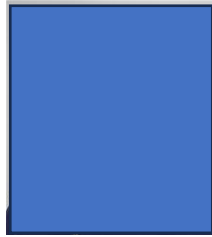
We would like to thank all the members of the co-production group for their time and contributions in developing the Local Account. Going forward we want to expand opportunities for co-production. It's really important we listen and understand the experience of people who receive care and unpaid carers.

As noted in the Local Account there are a huge number of partners all working together to deliver vital services. We would also like to thank all the individuals and organisations who are working daily to deliver adult social care in Sheffield.



Cllr. Angela  
Argenzio

Chair Adult Health  
and Social Care  
Policy Committee



Cllr. Sophie  
Thornton

Deputy Chair Adult  
Health and Social  
Care Policy  
Committee



Cllr. Ruth Milsom

Group  
Spokesperson  
Adult Health and  
Social Care Policy  
Committee



Cllr. Julie Grocutt

Committee Member  
Adult Health and  
Social Care Policy  
Committee

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