

2024



City of
Doncaster
Council

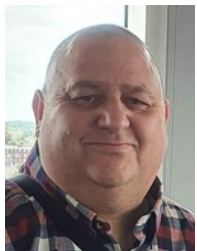
Your care and support: Doncaster

Adult Social Care Local Account 2024

Co-produced by the
Adult Social Care Making it Real Board,
City of Doncaster Council



Welcome



Glyn Butcher,
Peer
Ambassador
Making it Real
Board co-chair

We've done some absolutely amazing work together this year. Impactful, real work, driven by the community. People giving their time to make Doncaster a better place. It feels like there is a different energy. A freshness.

We're not worried that we won't get support if we challenge. In Doncaster it's not like that. We're building trust together. People are welcomed as critical friends.

Being involved in interviews has been a highlight for me. Asking our own questions. Brilliant.

There's lots that is good but we know we're not finished. We've still got a long way to go. Next year we want to do more work around rights and advocacy. And sort out direct payments. My main goal for next year though is to have more diverse voices in our Making it Real Board and working groups. **We want more people to join our movement. Our revolution.**

Finally I'd just like to say thank you to all the Board members, and to Councillor Sarah Smith. Her involvement, enthusiasm and creativity has enhanced the Board this year.



**Councillor
Sarah Smith,**
Cabinet Member
for Adult Social
Care

Our local account uncovers the rich tapestry of journeys and challenges that shape adult social care across Doncaster. And most importantly: its priorities are made by you.

Some of my highlights are the positive changes underway, created by your priorities. From transforming how we support people right from the first contact by working with people accessing support, to co-producing job adverts and appointments that align with our community's values. We're not just creating spaces; we're co-creating vibrant places within communities, both new and existing, bringing support closer to where people live.

The authenticity of our local account shines through its collaborative creation with the Making it Real Board - real folks in Doncaster who have walked the path of care and support. Since joining the Making it Real Board in June 2023, I've witnessed the Board's invaluable contributions, ensuring our local account remains unfiltered and honest about our challenges ahead. This transparency not only celebrates our successes but also spotlights areas calling for urgent and creative ways of working and solutions.

I invite everyone to join us on this meaningful journey, as we rewrite the narrative of what adult social care can be in Doncaster, using the local account's priorities made BY you. While many challenges lie ahead, I'm thrilled and privileged to be part of the journey.

Contents

3. Introduction
4. Doncaster's Making it Real Board
5. Adult Social Care practice framework
6. Key facts and figures
9. Working together in 2023 (co-production)
10. Wellbeing and independence
12. Information and advice
14. Active and supportive communities
16. Flexible and integrated care and support
18. When things need to change
20. Workforce
22. Key actions and priorities for 2024
25. Help shape the future of care and support in Doncaster

Introduction

Our vision is that every person in Doncaster lives 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.

Sometimes people need some extra help to live good lives, and that's the role of Adult Social Care.

Our purpose is to listen to people seeking some support, understand what matters most to them and the people who love them, and work together to achieve that.

When people require some urgent support, we aim to work with them until there is no immediate risk to their safety, health or wellbeing, and they have regained stability and control in their life.

And if people require longer term support, we work with them to understand what a good life looks like for them, at whatever age or stage of life they are at. We make sure they have the resources and support to live the life they choose and do the things that matter to them, with choice and control over their lives.

“At its heart, the local account – and our actions, champions the belief that Doncaster Adult Social Care should support us to live our lives authentically - surrounded by loved ones, in communities that embrace our unique identities.

I want to give a heartfelt appreciation to the Making It Real Board for all their hard work offering both challenges and the creative hope vital for navigating the national challenges in adult social care. To all the magic-makers who work with and in adult social care, your contributions and hard work are truly appreciated.”

- Councillor Sarah Smith

About this report

This report has been co-produced by Doncaster's Adult Social Care Making it Real Board.

It is structured around the six themes of the Think Local Act Personal (TLAP) Making it Real framework.

The report showcases and celebrates what's good, and also gives an honest account of what's not so good. At the end, we've set out the key actions and priorities we've agreed for 2024. Some of these build on our 2023 key actions, because there is still a lot of work to be done. We've added some new actions and priorities too, relating to preparation for adulthood, the adult social care workforce, and equalities, diversity and inclusion.

The content of this report is based on lots of conversations in 2023 with Making it Real Board members, discussions in working groups set up to look at the things that matter most to Doncaster people, and on things we've heard and learned over the last year.

For each theme, we've included:

- **spotlights** on great things going on in Doncaster that we're proud of and we want to celebrate – including the progress we've made against the key actions we agreed for 2023
- **data** to show how we're doing, and how we compare nationally with other councils in England, and locally with the three other councils in South Yorkshire
- **quotes and stories** from Doncaster people who have shared their experiences.

We've also included information about different ways you can work alongside us to help to build better care and support – and better lives – for Doncaster people.

Doncaster's Making it Real Board

"I really do feel there's been a real shift in the last year and people are really trying to work together now. That's not always been there, but we're really trying to make things happen now. I'm really happy with it all."

– Glyn, Making it Real Board co-chair

Our Making it Real Board gives strategic oversight to Adult Social Care in Doncaster, influencing and challenging decisions and agreeing priorities for improvements and developments.

The Board has an equal mix of people with lived experience and senior leaders from Adult Social Care. It's co-chaired by Glyn Butcher – a person with lived experience, and Phil Holmes, Director of Adults, Wellbeing and Culture, and meets once a month.

Board members work together as equal partners to make sure both the practice framework and Making it Real framework are embedded across Adult Social Care, and to make sure we keep making progress against our key actions and priorities.

Find out more about how you can help shape the future of care and support in Doncaster on **page 25** of this report.

"As civil rights activist James Baldwin aptly put it, "the longer I live, the more deeply I learn that love - whether we call it friendship or family or romance - is the work of mirroring and magnifying each other's light."

Here's to the ongoing journey of magnifying each other's light!"

- Councillor Sarah Smith

The "I" in Activism

I used to be a woman who was driven to achieve,
I was taught as a child that my life is all about me.
As I started to grow I seen the aftermath,
Many people battling against each other a real blood bath.

There is also an "I" in community and we are part of such,
Doing things together we can overcome so much.
At times we all face problems so we require outside support,
And that is ok even though it goes against what we've been taught.

The reason there's so much separation is because of the education,
So in order to create change it requires gathering as a nation.
We can think of others whilst also supporting ourself,
We can combine our skills to support collective growth and health.

There is no "I" in team it is about all not just self,
However there is an "AM" because you're not left on a shelf.
I AM PART OF creates connection and through which we grow,
Coming together to support brighter futures creating those inner glows.

Thank you for caring about me,

I care about you too.

Together we rise

One love.

Issachar John
Making it Real Board member

Written following a Making it Real Board meeting working on creating more inclusive offers for people and communities - September 2023



Adult Social Care Practice Framework



WHY?	We want 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.						
	WHO?		WHO?		WHO?		
	Everybody	People who require urgent support		People who require longer-term support			
	We listen to people to understand what matters to them. We make connections and build relationships to improve people's wellbeing and independence.	We don't make long term plans in a crisis. We work with people until we're sure there is no immediate risk to their safety, health or wellbeing, and they have regained stability and control in their life.		If people need longer-term care and support, we work with them to understand what a good life looks like for them. We make sure they have resources and support to live the life they choose and do the things that matter to them as independently as possible.			
HOW?	Hope	Connection	Relationships	Inclusion	Flexibility	Rights	
	We focus on possibilities, dreams and aspirations. We don't limit people's choices.	We explore ways to involve people in their communities. We make and maintain meaningful connections.	We support people to keep existing relationships and make sure they have opportunities to build new ones.	We don't judge people or make assumptions. We involve people as equal partners in conversations and decisions about them, their families and their communities.	We are willing and able to adapt. Our approach is responsive and proportionate.	We make sure people know their rights. We promote autonomy, choice and self-determination.	
	We're kind	We behave	We're trusting	We're transparent	We're present	We're honest	
	We respect and understand people as individuals. We don't make snap judgements.	We know and follow the law, ethics and best practice. We are always open to improvement.	We know people tend to be honest and know what's right for them. We listen and we keep an open mind.	We're open about our rules, making them clear so people know what they can and cannot expect.	We connect and engage well with people. We respond in a timely manner.	We are honest about what we're going to do. When we say we are going to do something, we do it.	
	We know the language we use matters. We use plain, respectful and kind language.						
	WHAT?	Wellbeing and independence Living the life I want, keeping safe and well	Information and advice Having the information I need, when I need it	Active and supportive communities Keeping family, friends and connections	Flexible and integrated care and support My support, my own way	When things need to change Staying in control	Workforce The people who support me
SO?	Better experiences and better lives for Doncaster people		Improved morale and satisfaction for Doncaster's workforce		More sustainable use of resources		

Key facts and figures

Around 308,100 people live in Doncaster.

It's the 15th largest city in the UK.

60% of people are aged 18-64

(184,205 people)



Almost 20% of people are aged 65 years and over

(59,851 people)



20.2% of people living in Doncaster are disabled.



Unpaid carers

The 2021 Census showed almost 1 in 10 people in Doncaster are unpaid carers, supporting a partner, family member, friend or neighbour who relies on them for help to live their life. We think the actual number is probably much higher.

In 2022 we launched Doncaster's All Age Carers Strategy 'We hear, we listen, we care, if you care', and our Carers Action Group have led the co-production of a report giving an update on progress against the six main priorities in this strategy, and outlining key actions for 2024.

New requests for support April 2022 - March 2023

We received **4,735** requests to support people aged 18-64 – 1,390 more than in 2021-22.

Almost all requests (96%) came from community routes. Just 3% related to people leaving or being diverted from hospital.

We received **9,195** requests to support people aged 65 and over – an increase of 1,980 from 2021-22.

Most requests (85%) came from community routes. 14.7% related to people leaving or being diverted from hospital.

These requests led to people accessing:



People drawing on long-term support by ethnic group April 2022 - March 2023



Key facts and figures

People drawing on long-term support April 2022 - March 2023

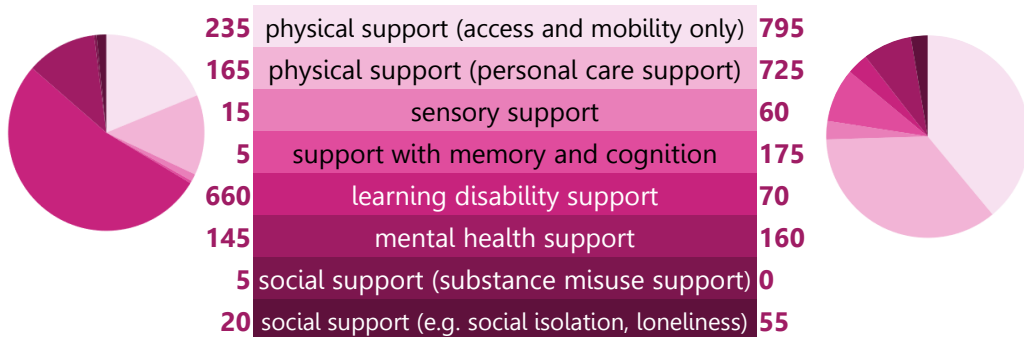
1,435 people aged 18-64 drew on long-term support – 40 more people than last year.

3,000 people aged 65 and over drew on long-term support – down from 3,080 people last year.

The main reason for support was:

18-64 year olds

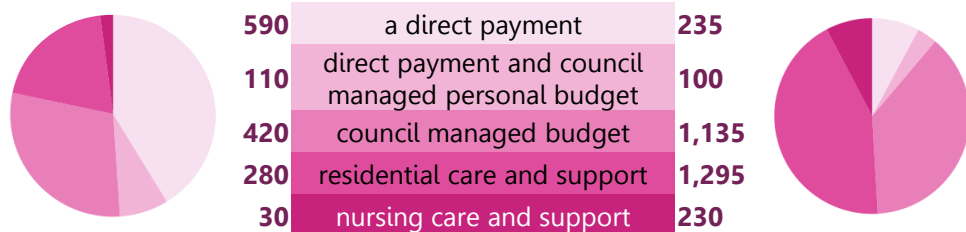
65 years and over



People's long-term needs for support were met by:

18-64 year olds

65 years and over



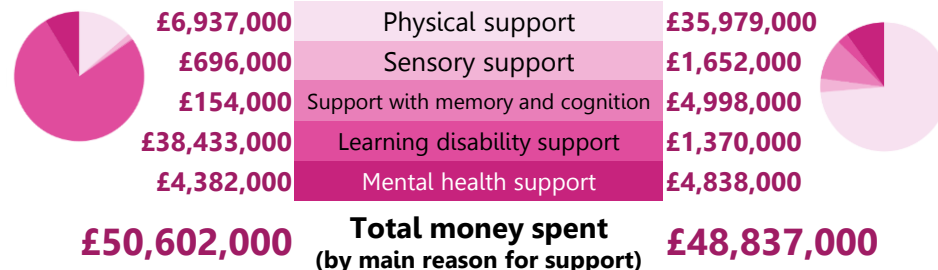
We completed **1,590** review conversations with people drawing on support for over 12 months – two-thirds (67%) of all people drawing on long-term support, up from just 43% last year.

Money spent on care and support in Doncaster (2022/23)*

Total money spent by main reason for support

18 – 64 year olds

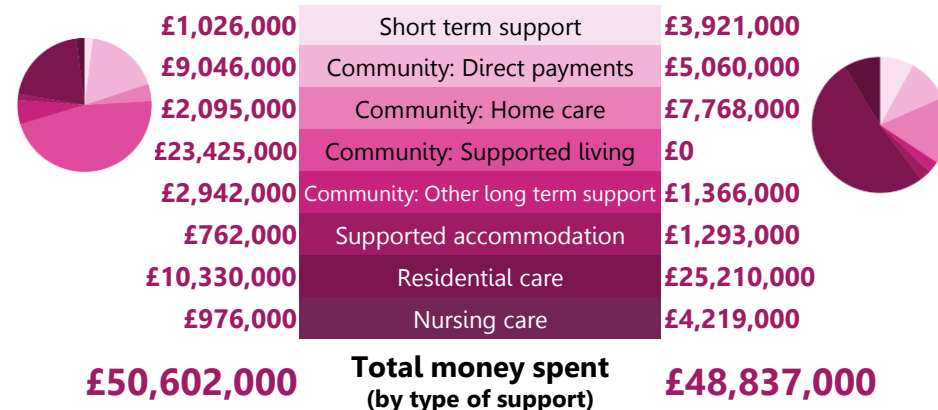
65 years and over



Total money spent by type of support

18 – 64 year olds

65 years and over



* These figures represent total money spent on the reasons and type of support listed. They include care and support funded both by the Council and by people who have been assessed as being able to afford to contribute to their care and support.

Key facts and figures

People working in care and support in Doncaster (2022/23)*

In 2022/23 there were an estimated **9,200** jobs in adult social care in Doncaster – up from 8,700 in 2021/22.

Approximately 8,600 of those posts were filled, split between the council (9%), independent sector providers (80%), roles working for direct payment recipients (6%) and other sectors (4%).

The staff turnover rate across the independent sector and the council was 33%, which is higher than the national average of 28% and regional average of 30%.

The majority (85%) of the social care workforce in the independent sector and at the council were female, and the average age of workers was 45 years old.

Fewer than one in ten workers (9%) were on zero-hours contracts. Around two thirds (61%) of the workforce usually worked full-time hours and 39% were part-time.

*Data from Doncaster summary (skillsforcare.org.uk)



A note on the data in this report

Most data in this report comes from two main sources:

- Information from the records we – and other councils – keep about the people we support and serve. All Councils with Adult Social Services Responsibilities send local data every year to NHS Digital.
- The results of the national 2022-23 Adult Social Care Survey.

Around **375** people who draw on care and support in Doncaster completed the survey between January and March 2023.

Overall people who draw on care and support from 149 out of 152 Councils with Adult Social Services Responsibilities in England took part in the 2022-23 survey.

We've included our statistics, and information about how we compare with the other three councils in South Yorkshire (Barnsley, Rotherham and Sheffield) and with the other councils across England that took part in the Adult Social Care Survey last year.

More detailed data is available for Doncaster and all other councils on the NHS Digital Adult Social Care Analytical Hub.

A banner for 'Proud to Care Doncaster'. It features a woman in a blue uniform and a light blue surgical mask. The text includes 'Proud to Care DONCASTER', 'Find out more and apply for a range of care roles in doncaster', 'GET IN TOUCH 01302 737908', and 'proudtocare@doncaster.gov.uk'. There are green star icons.

The work is wonderful, it's going to make a huge difference to me. The whole team from start to finish have been fantastic.



Working together in 2023 (co-production)

Key action for 2023

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.

What we've done in 2023

We've increased the membership of the Making it Real Board in 2023, so more people with lived experience are now involved in strategic decision making. We've also set up working groups with a mix of people working in Adult Social Care and people with lived experience, to focus on making each of our key actions happen.

We co-produced the job description and job advert for our Carers Strategic Lead with carers, who were also fully involved in the shortlisting and interviewing. We also involved an equal mix of senior leaders and people with lived experience in the interview panels for the recruitment of our new Assistant Director – Integration and Partnerships, and two Heads of Service.

We've co-produced guidance for involving people with lived experience in recruitment and selection, based on our learning this year.

We co-designed and co-facilitated a staff conference on our new approach to access to care and support in August 2023, and our Festival of practice in November 2023.

And we've paid people with lived experience for their time on more than 50 occasions, in line with our co-production payments policy.

Co-production happens when people with lived experience work alongside people working in organisations on an equal basis, to agree what good looks like, and to work together to achieve it.



“My experience of being involved with the whole process of recruiting a new Carers Strategic Lead felt as if we as carers were valued, listened to and were an important part of the process.”

- Debbie, Carers Action Group

“I feel proud of myself. I feel proud that I have been asked to be part of this work, that my views and experience are seen as important. It's felt very inclusive from start to finish.”

- Helen, Access to Care and Support Working Group

“Being involved in the staff conference was great. Doing things together – no them and us.”

- Mark, Access to Care and Support Working Group

“We get stuff done around here.”

- Glyn, Making it Real Board

“We're in there and at it.”

- Wendy, Making it Real Board



Wellbeing and independence

Living the life I want, keeping safe and well

Key actions for 2023

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

We feel we're moving forward at last. Your reassurance, kindness and above all respect towards our situation is so very much appreciated.

Once I contacted your team, you responded very swiftly, so thank you very much.

I have for over 12 months been asking for a social worker to help my daughter. This has not happened, and I feel the local authority is letting her down.

Feeling safe

Almost three quarters (73%) of people who draw on care and support in Doncaster who responded to the survey say they feel as safe as they want to. We're ranked 32nd nationally and first in South Yorkshire for this indicator, with younger adults generally reporting feeling safer than older adults.

The majority of people who draw on care and support in Doncaster who responded to the survey (92%) say that their care and support services help them to feel safe. Doncaster is ranked 11th nationally and second in South Yorkshire for this measure.

We aim to complete all safeguarding enquiries in 130 days. Our data shows that in 2023 it took an average of 145 days to complete a safeguarding enquiry. Our data for 2023 also shows that 75% of people experiencing, or at risk of, abuse or neglect, felt safer after we supported them – an increase from 70% in 2022.

"It's just about walking along alongside somebody and that's really, really powerful in itself" - Issachar, Making it Real Board

We've significantly reduced the length of time people have to wait for conversations with social care workers and occupational therapists. It took an average of 42 days for social work teams to complete assessment conversations with people in 2023, down from 51 days in 2022. And it took an average of just 2 days to complete Occupational Therapy assessments with people in 2023, compared to an average of 137 days in 2022!



Living in a place called 'home'

Over three quarters (78%) of adults with a learning disability in Doncaster live in their own home or with their family. Doncaster is ranked 109 nationally and third in South Yorkshire for this measure.

Half of adults in contact with secondary mental health services live independently with or without support.

We're ranked 124 nationally and first in South Yorkshire for the number of younger adults (aged 18-64) with long-term care and support needs who live in residential and nursing care homes (19.5 per 100,000). We rank 126 nationally and third in South Yorkshire for the number of older adults (aged 65 and over) with long-term care and support needs who live in residential and nursing care homes (720 per 100,000).





Wellbeing and independence

Living the life I want, keeping safe and well

What we've done in 2023

We've made changes to how we support people when they first contact us for support – designing these changes together with people with lived experience and our workforce, based around five principles we agreed together: personal, local, timely, collaborative, and equal.

We've made it easier for people to contact us to ask for support, including introducing a new online contact form.

People told us they don't want to have to continue to repeat their information to several different workers, so we've prioritised relationships and continuity in our new approach. We've removed our centralised first contact team, so when people contact us they are immediately connected to a named worker from their local team and provided with the team's contact details. This means people know who to contact, and it also means they're supported by a team with knowledge of the resources and support available in the person's local area.

We've made some changes to how we record these conversations, introducing a new conversation record to support workers to write information about what matters most to people and how we'll work together to achieve that, and meaning workers spend less time on the paperwork and more time with people.

We've also made significant changes in relation to our Accessible Housing register, meaning people who need to move to adapted homes can do so in a more timely manner.

"How we have got there has been our 'greatest success' – 18 months of co-production with people with lived experience and our staff!"

- Annika, Access to Care and Support Working Group

'We have gone back to basics but that has been what was needed. Often overlooked but important – how do we have good conversations with people.'

- Glyn, Access to Care and Support Working Group



Quality of life

Doncaster ranks quite highly compared with other councils in England in relation to how people who draw on care and support feel about their quality of life – a significant improvement on the 2021-22 measures.

We're ranked 27th nationally, out of all the Councils with Adult Social Services Responsibilities who took part in the 2022-23 Adult Social Care survey – up from 146th last year – and second (up from third last year) out of the four councils in South Yorkshire.

Our score was 39th nationally and second locally for older adults aged 65 and over, while the score for younger adults aged 18-64 was 32nd nationally and first locally.

We are really proud that we have significantly reduced the waiting times for an assessment in adult social care. This means that people are not waiting for long periods of time before they see a social care worker.

- Annika, Access to Care and Support Working Group

"Being more visible to the community and creating more opportunities is definitely giving the team a renewed sense of achievement and pride".

- Team leader

"I do genuinely believe that this approach is really positive. I really do love this way of working."

- Social worker



Information and advice

Having the information I need, when I need it

Key action for 2023

Make sure that we make public information and advice about rights (including to independent advocacy), responsibilities and sources of support routinely available



Finding information

Almost two-thirds of people (62%) who draw on care and support in Doncaster who responded to the survey – and who had tried to find information and advice in the last year – felt information about support and services was very or fairly easy to find. However, over a third of people reported they felt it was either fairly or very difficult to find information. We rank 126th in England for this indicator and fourth in South Yorkshire.

“I am at a loss and cannot comprehend the lack of information coming forward as to what the actual process is and no communication on timescales.”

“I rang someone the other week. The telephone number didn't even work.”

“When someone gives me a telephone number as a means of access and tells me to ring it myself, I don't ring it. They don't know about the anxiety. That you're already overwhelmed in that space and then to have to do that and explain it all again and do it all again. It's like, just leave it. I'll just sit in this problem. I can't be bothered.”

Issachar, Information and advice working group



Woodlands Library

In the past year, Woodlands Community Library has blossomed into a dynamic community, arts, and support hub in Woodlands, Doncaster.

Beyond the traditional library role, this space thrives with a rich tapestry of events, groups, and services, including initiatives like Your Place and partnerships with organisations such as the MIND charity and the Great North Medical GP practice. Local people contribute to diverse activities like our Wellbeing Reading Group and Art Groups. From menopause support workshops to daily communal lunches, family activities, and literary, artistic and craft events, the library has become a central point of connection for residents of all ages, including the remarkable 101-year-old Bernard, who never misses a good lunch!

Since its relaunch in October 2022, the library has become a haven for connection, creativity, and support, thanks to a dedicated group of volunteers. These volunteers, many of whom are disabled, play a crucial role in creating a space centred on belonging and safety. Led by our invaluable head volunteer, Liz White, this team ensures that Woodlands Library is more than a place; it's a community treasure.

In this supportive environment, people feel empowered to make time for themselves and their communities, embodying the essence of good social care. We want this place to grow and be used more by people working in social care to connect residents to what's close to them, and for them to be a part of this story as well!





Information and advice

Having the information I need, when I need it

What we've done in 2023

We set up an information and advice working group, with a mix of people working in Adult Social Care, and people with lived experience, to focus initially on:

- improving information about people's legal rights
- making sure our public information is tailored to people's individual needs, and provided in a timely and proportionate way
- co-producing the structure and content of the 'Support for Adults' section of the Your Life Doncaster website.

Our information and advice working group has co-produced clear and simple easy-read information to support people to understand their rights.

There is information about human rights, disability rights, carers' rights and rights to fair treatment. There's also information about people's right to care and support and right to make decisions about their lives, and information to help people if they feel their rights aren't being met, as well as how to complain.

This information is available on the Your Life Doncaster website. Next year we will make this information available in more formats, to make it even more accessible.

We've also co-designed a new structure for the 'Support for Adults' section of the Your Life Doncaster website, to make it easier for people to find information.

We're developing standards for public information and a style guide containing information to support people to use language that is plain, respectful and kind.

Anyone producing information about care and support in the council will be expected to follow these standards. The working group will use the standards and style guide to approve all new public information.

"To get to the draft information pages like this is fabulous. In my opinion it's the furthest we have ever got in producing an abundance of accessible information."

– Liz, Information and advice working group

"This looks good. Very informative."

– Karen, Information and advice working group

"You're not gonna be thinking about your rights til your rights are affected. And that's when you start looking for your rights. When you know they're not being met."

– Wendy, Information and advice working group

"People are exhausted and overwhelmed. They've often had a lot of information thrown at them already, and they can't navigate through it. So, it's just about keeping it simple."

– Issachar, Information and advice working group



Active and supportive communities Keeping family, friends and connections

Key action for 2023

Create and sustain more employment opportunities for autistic people, people with a learning disability and people in contact with secondary mental health services

Spending time with family and friends

Less than half (48%) of the people who draw on care and support in Doncaster who responded to the survey report that they have as much social contact as they would like. Doncaster ranks 42nd nationally and second locally for this measure – up from last place both nationally and locally last year.

Being active and involved in communities

40% of people who draw on care and support who responded to the survey feel they can spend their time as they want, doing things they value or enjoy. 22% of people feel they don't do enough things they value or enjoy, and 7% don't do anything they value or enjoy.

35% of people living in residential care homes and 66% of people in nursing care homes who responded to the survey said that they don't leave their home. 23% of people who draw on care and support but don't live in residential care homes said they don't leave their home.

Overall, almost a third of people (30%) who draw on care and support in Doncaster who responded to the survey reported that they don't leave their home.

Just 28% of people say they can get to all the places in their local area that they want to. 20% of people find this difficult and 23% of people say they are not able to get to all the places that they want to.

Steven

Stirling SMILE supports people to learn the skills they need to do the things that matter to them. Every person has something to give and likes to feel the sense of pride and achievement of taking part.

Steven says: "staff supported me to learn how to make toast in the big toaster. I can do it by myself now and I make it to sell for breakfast at the centre. I like doing this as it stops people being hungry and I feel good and useful.

I also go to SMILE Horticulture Learning Centre.

I waited a long time to go back and am really happy that staff have helped me to do this. I like working with Emma – she's the boss, Neil and Dom. We are a good team. I go out with them to help with people's gardens – I like to be busy and helping older people.

I go to the allotment and help to grow food. We sell this so we can choose what seeds we need to buy for planting next year. I love doing this. It's good to see things grow but not good when it floods and ruins our plants. We don't give up, I help clean up and start planting again.

I have a busy life and I like it. SMILE staff help me to learn things so I can do a good job and help others. It makes me very happy."



Today, due to the efforts of both [social care workers], [people] enjoyed a wonderful days outing on a canal boat sailing between Swinton and Conisbrough. I can appreciate the amount of work this entails to make this possible. As a result of the enthusiasm and dedication of these two young ladies the outing went without any problems. The group were favoured with a lovely sunny day which allowed the party to enjoy the views in the open. I understand a lovely buffet lunch on board was enjoyed by all."



Active and supportive communities

Keeping family, friends and connections



Having opportunities to learn, volunteer and work

Just 4% of adults with a learning disability in Doncaster are in paid employment. We rank 78th nationally and second in South Yorkshire.

11% of adults in contact with secondary mental health services in Doncaster are in paid employment.

Charlton

Before his involvement with the Local Supported Employment (LSE) Initiative, Charlton had been out of work for two years and this was impacting on his self esteem and mental health. He'd tried other forms of employment support, but they didn't suit Charlton.

He joined the LSE initiative in March. The LSE worker helped him to create an action plan around the things that mattered most to him. They discussed his skills and looked at jobs he might enjoy. Initially Charlton wasn't keen to leave his local area, but after identifying different coping strategies, they started to meet weekly at the library in the city centre. Each week Charlton became more confident and started going out alone. He also joined a social group at a local church, which has led to him meeting new friends.

After seven weeks Charlton attended his first informal interview with support, and got the job. He's been there since May - the longest he's worked anywhere. We worked with the employer to arrange in-work support for Charlton and he also has access to mental health first aiders at work. This has helped him move into working in different areas of the organisation.

Without this support, Charlton would have struggled to gain employment. He says **"I feel a lot happier and its given me the confidence that I haven't been able to get anywhere else"**.

"When I think back to over a year ago, we had one or two 'paid' providers that we used to refer people to, to support people to get into work. These services aren't free. We have come a long, long way from this. It's now about connections, support, connecting people up with what exists in their community and identifying opportunities for people to access."

- Jake, Employment working group

What we've done in 2023

We've set up an employment working group, with a mix of people working in the council, and people with lived experience, to increase the number of disabled people in jobs that match their skills, interests and abilities. We've also set up an employment support group where staff can share knowledge and provide peer support and ideas of how to unblock barriers for people to gain employment.

We've joined the Local Supported Employment (LSE) Initiative and introduced a new dedicated worker in the community learning disability team to support people to find work by helping with things like CV writing, interview practice, confidence building and using public transport to get to interviews. We're aiming to support 27 people with a learning disability to gain paid employment over the next two years.

Our Learning Disability and Autism Partnership Boards have started to scrutinise the data that exists within the council in relation to the number of autistic people and people with a learning disability we employ, and asked key partner organisations to share their data too.



Flexible and integrated care and support

My support, my own way

Key actions for 2023

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

Having choice and control over care and support

Four in ten people drawing on care and support in Doncaster receive a direct payment. Doncaster ranks highly (9th in the country and first locally) for the number of people who receive direct payments, ranking 5th nationally and first locally for the number of 18-64 year old direct payment recipients and 14th nationally and first locally for the number of people aged 65 and over who receive direct payments.

Two-thirds of people (62%) said they have enough choice over their care and support, and 83% of people said they felt that care and support services help them to have control over their daily life.

We're 51st in the country in terms of people who draw on care and support feeling they have as much control over their daily life as they want – up from 100th last year – but fourth locally. Only 30% of people said they have as much control over their daily life as they want, while 49% of people said they have adequate control, 14% of people said they have some control but not enough, and 7% of people said they have no control over their daily life.

"Thank you so much for all your help in getting this care plan all sorted for us. It's been a long drawn out process but we got there in the end. I feel a lot better to not have to worry about this now."

"My mum was placed in [a] dementia unit last February/March 2022. She should have received an annual review which she never had. No one has been in contact with us either."



Satisfaction with care and support

Two thirds (65%) of people who draw on care and support who responded to the survey said they were extremely or very satisfied with their care and support and a further 24% were quite satisfied. This is very similar to last year.

Doncaster ranks 75th nationally in terms of the percentage of people who draw on care and support who are satisfied with the care and support they receive – just above the average score for the country. We rank third out of the four councils in South Yorkshire.

Satisfaction is lower among older adults (we rank 87th nationally and second locally) than younger adults (we rank 36 nationally and third locally), and much lower for men (128th nationally and fourth locally) than women (33rd nationally and second locally).

"I'm disgusted and appalled by the lack of support and compassion for me and my needs. Asking for help is encouraged but when you are consistently let down not listened to dismissed and made to feel like [you are] not worthy of support something is seriously wrong."

"Despite a number of phone calls and many conversations, the care fell short of the agreed contract from the start of care until the end."





Flexible and integrated care and support

My support, my own way

What we've done in 2023

We've listened to people who live in Supported Living accommodation, and their families, to understand what works well for them and what they would want to see in the services we commission in the future. We used the 'Deciding Together' process to make decisions with people drawing on support about the commissioning of support providers.

We've listened to feedback about our Managed Accounts service, which provides finance and payroll support to people with direct payments, to reflect changes within the new commissioned service.

We worked with our commissioned home support providers to increase capacity through recruitment and retention to ensure people are able to access the support they need in a timely way.

"Being involved allowed me to do my very best for my family member as I am representing him, his life, and his future. Being invited to the Deciding Together session has been valuable to me and I would definitely be happy to be involved again".

Supported Living family member representative

"People have shared their experience and given us valuable insight into their lives. This has enriched the outcome of our commissioning activities, and we will continue to grow, learn and develop our practice and strengthen our services through continued co-production."

Commissioning Officer

Wendy and Kyla

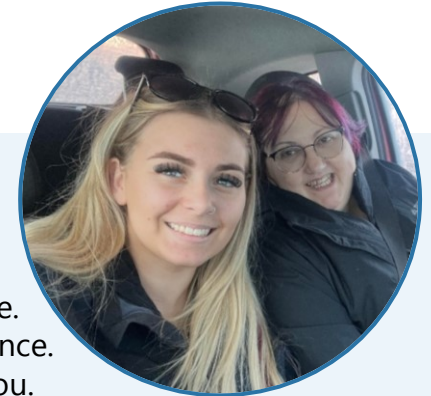
Wendy: "Having a personal assistant (PA) has made it possible for me to stay independent and still live at home. The big thing for me is my independence. I can attend all these meetings with you.

Like Kyla just got me online, because I didn't have a clue. She took me yesterday to a meeting where we had dinner and everything. [That] doesn't seem a lot to people but to me that keeps me buzzing for a week because I'm getting my fingers stuck in all them pies.

I stand up on treetops and shout about [direct payments] all the time. I tell people that though it's a ball ache at the beginning, once you've got it and you know you're sorted, you can have a really good life and that is what's important. But the best thing about having a PA with me is I still get to be a wife and I still get to be a mother and a granny."

Kyla: "I've never done anything like this before. I've always worked in pubs and stuff like that. And coming from an environment like that to here, it's just amazing. Even if we just go to the shop or go out for the day or we go for some food or we watch a film together, things like that, it makes such a massive difference to Wendy's life, but it does to mine as well because it makes me leave work knowing I've made her feel happy today. She just needs someone there to support her. And I will do that."

Wendy: "When Kyla came and she'd never done care before, I thought this is great. I can mould her. She can learn her job and we can learn together you know. I thought - we're going to be a good team."



When things need to change

Staying in control

Key actions for 2023

Help more people to leave hospital and mental health in-patient stays promptly, increasing the proportion of people who return home and regain independence

Regaining skills, confidence and independence

Doncaster has improved since last year in terms of the number of older people (aged 65 and over) offered reablement services following discharge from hospital. Reablement services are free for up to six weeks, and support people to retain or regain their skills, confidence and independence while they're recovering from being unwell. We are ranked 93 nationally for this measure (up from 123rd last year) and second in South Yorkshire – up from fourth in 2021-22.

81% of older people (aged 65 and over) were still at home 91 days after discharge from hospital into reablement/rehabilitation services. We rank 90th nationally and third out of the four councils in South Yorkshire.

"After her discharge from hospital she had Steps carers that were amazing for six weeks after which time she was changed over to [provider] and no financial contribution was ever mentioned or signed for."

"I would like to express a big thank you to you and your team for all your support yesterday when my mum found herself in A&E following a fall. Once I contacted your team, you responded very swiftly. [The social worker] messaged me to keep me updated, showing care and consideration. [He] went above and beyond. He visited my mum in A&E, spoke to the physios, the medical team and to the care home all in the space of a very short time. He kept me fully updated throughout the afternoon. I felt I needed to commend your staff, what an amazing team."

Charlie

Before Charlie was admitted to hospital he enjoyed life - living independently in his own home in the community. Following a nasty fall and treatment in hospital he remained unable to bear any weight on his leg. Charlie was extremely keen to return home but acknowledged that things had changed following the fall and that he may need some additional help at home. Charlie initially moved from hospital into a short stay home with the aim of putting things in place to support his wish to return home as soon as possible.

Our social care worker worked jointly with the Community Physiotherapy Service, Home First HEART (Home Alarm Service) and a local care provider to arrange for support for Charlie to return home and have a bit of help with things like getting washed and dressed, and doing the laundry. Charlie was incredibly pleased to be going home.

Fast forward four weeks and Charlie told us that he didn't think he needed the additional support that was put in place. He was back to living his life as he had prior to going to hospital - spending quality time with his daughters, and visiting the local market which he loves to do.

The worker received positive feedback from both Charlie and his family, who thanked them for "everything they'd done" and for being "a great help in supporting dad, getting him home and back to his old self."



When things need to change

Staying in control

Sam and Lee

Working in the mental health ward multi-disciplinary team means my role sometimes involves challenging other professionals. A great example of this is my work with Lee.

Attending Lee's ward rounds, I observed that most of the discussion in meetings about Lee appeared to focus on risk. Risk appeared to be the lens through which the team viewed Lee's progress and upon which decisions about his discharge from the ward appeared to be based.

Ward rounds should give people the chance to be involved in discussions about their care, but Lee was only invited in at the end of each ward round, once decisions had been agreed by the team. I challenged this because I felt that Lee had become marginalised and his voice wasn't being heard, and asked that the ward rounds were changed so Lee could be present for the whole of his meetings.

I spent time getting to know Lee and what was important to him. He told me that he struggled to understand information he'd been given about his illness. He felt quite embarrassed about this. I worked with the team on the ward to make sure any information provided to Lee was accessible and that time was spent explaining any written information.

Lee asked if I could continue to support him while he was on the mental health ward. We continued to spend time talking about what was important to Lee, what he felt would keep him well and what help he needed to stay well. I supported Lee to make notes for his ward rounds to prepare for things he wanted to say, to ensure his views were heard by the whole team.

What we've done in 2023

We've made some changes to our in-house learning disability direct care services. This means we can better support people who are in crisis, and help more people leave places that restrict their freedom – like mental health hospitals.

Social workers are now part of the teams who support people receiving treatment on mental health wards to recover and leave hospital.

A 'hospital to home service' has been introduced (delivered by the People Focused Group (PFG)) to help people to return home from hospital.

The Mentally Well Alliance continues to grow. This alliance meets on a monthly basis. It brings together a range of partners and people with lived experience to drive forward positive changes to improve the support provided to people with mental health challenges.

We've started to connect with people who have experienced receiving support as an inpatient on the mental health wards to identify any challenges to supporting people to be discharged and return home in a timely way.

We've really focused this year on reducing the number of people with a learning disability who are in hospital. We've supported a number of people with a learning disability to leave long stay hospitals and return to living in the community.





Workforce

The people who support me

Key actions for 2023

Reduce the number of people living with restrictions on their liberty by increasing understanding of human rights and mental capacity legislation

What we've done in 2023

We've established a mental capacity forum, where workers meet up to reflect on practice, consider legal literacy and share best practice.

Our staff Festival of Practice in November 2023 had a focus on working towards 'gloriously ordinary lives' for people in Doncaster, with a particular focus on citizenship and human rights.

We've continued to develop our 'innovation site approach', based on learning from Partners4Change. Innovation sites are spaces to try out new ways of working, where workers involved have permission to experiment, and where we can learn through stories and data about the impact of new ways of working, and build evidence to inform wider practice change.

Each site runs for 12 weeks, during which workers meet regularly with the senior leadership team to share evidence around progress, and discuss how bureaucratic barriers to change can be addressed and removed. There is ongoing evaluation to understand the impact on Doncaster people, our workforce and our budget.

Learning from our first innovation site informed our new approach to access to care and support, and has led to more teams adopting a successful 'huddle' approach to decision making in teams.

'The huddles have been a great success' – Team leader

"From [being assigned] to Mum, [social worker] has been approachable, professional and thorough, her commitment to clients and her approach with family members is second to none. She has been amazing from the moment we met her and has gone above and beyond to ensure the right care and situation is reached for all of us. Again this is to commend her and all she has done and is doing for our family.

"In the last three weeks, I've been a bed builder, flat pack extraordinaire, fridge de-fumigator, tea-maker, personal shopper, light-bulb changer and admin assistant but most importantly I guess a friendly, supportive social worker. All in a days work. 😊"

Social work is all about building relationships and connecting with what is important to the person at that time."

Sam – Mental Health Ward Social Worker



Our Adult Central Locality Team were Adult Services **'Team of the year'** 2023 finalists at the Social Worker of the Year Awards in November – recognised for the great work they've done to improve access to care and support.



Workforce

The people who support me

Adult Social Care Festival of Practice 2023

We held our second autumn Festival of practice in November 2023. The week long festival was aimed at all adult social care staff, as well as people with experience of drawing on care and support.

The theme – identified and agreed by members of the Making it Real Board – was working towards ‘gloriously ordinary lives’ for people in Doncaster, with a particular focus on citizenship and human rights.

We had ten webinar sessions during the week on topics including relational working, peer support, citizenship, direct payments and social care and the law, with a range of speakers sharing relevant lived and learned experience.

Making it Real Board member Wendy opened our main conference day on the Wednesday, with Councillor Sarah Smith welcoming everyone and sharing her own personal experience of drawing on care and support. We heard from brilliant key note speakers, and had a series of workshops, including sessions on understanding neurodivergence, equipment and assistive technology, and peer support, which were all co-facilitated by members of the Making it Real Board.

Here’s some of the feedback from the week. **“Really enjoyed and inspired, thank you”**

“Interactive informing enlightening thought provoking.”

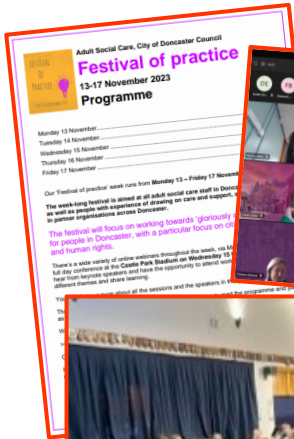
“Really forward and free thinking atmosphere.”

“It was refreshing not to hear buzz-words but practical and achievable ideas.”

“Feel valued and supported as a worker.”

“Keynote speakers and their messages were brilliant. I loved how the first two speakers linked their topics to their lived experience. They made this relatable.”

“The most interesting and moving session I have ever attended”



Key actions and priorities for 2024

1 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

In 2024 we will

- review our co-production payments policy and fund, to understand the impact it has had so far, and to ensure that people with lived experience continue to be recognised and rewarded for their time and expertise.
- explore opportunities for developing peer support worker roles within Adult Social Care, in recognition of the importance and value of peer support
- co-produce a 'glimpse of the future' to describe how we anticipate local people will experience care and support in Doncaster in three years' time.
- continue to embed co-production across all our work, with a particular focus on the 'heart and soul stuff' and the 'day-to-day stuff' to make sure that no decisions about people are made without them being fully involved.



2 Make sure that we make public information and advice about rights (including to independent advocacy), responsibilities and sources of support routinely available

As well as co-producing more content, in 2024 we'll

- take a more proactive approach to information and advice, linking in with the work on improving access to care and support
- focus on supporting people to make and maintain meaningful connections rather than just signposting people to sources of information, advice and support
- develop our approach to advocacy, so we tell more people about their rights to advocacy and representation and make sure these services are available
- do more work on changing the story of social care in Doncaster, so people know and trust that they can get the support they require to live the lives they choose to lead.

3 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

In 2024, we'll focus on

- becoming more visible and physically present in communities – working from within community bases
- build on our 'think local' principle, supporting social care workers to spend time finding out what resources exist in local communities, and to build connections and relationships within their locality.
- make safeguarding personal – reducing bureaucracy and delays and ensuring that safeguarding is based on relationships and what matters most to people
- improve our assistive technology offer, supporting more people to use assistive technology to live their life in the way that they choose.

Key actions and priorities for 2024

4 Create and sustain more employment opportunities for disabled people in Doncaster.

In 2024 we will

- develop and commit to employment standards so we can show how we apply these standards in practice
- increase opportunities within the council and partner organisations for employment of autistic people and people with a learning disability
- work alongside people with lived experience to identify and attempt to remove some of the barriers to gaining employment that disabled people face
- increase support for disabled people to stay in work.

5 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.

In 2024, we'll

- co-produce accessible information about direct payments to increase people's awareness about how they work, and to support social care workers to actively promote them
- improve the advice and support available to people receiving or considering a direct payment, including in relation to the recruitment and management of personal assistants, to enable people to make the best use of their personal budget
- ensure our organisational policies and procedures reflect our legal duties in relation to direct payments and do not inadvertently restrict people's choice and control
- listen to people drawing on home support to understand how they feel about the support they currently receive, and make sure people with lived experience are fully involved in shaping our future approach to support at home
- test out a co-designed approach to home support in specific local areas to learn about what works well for people, communities and partners, and to inform further development of this support.

6 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.

In 2024 we will

- increase the number of people who are able to safely return to their own home after a hospital stay, rather than having to move to a care home either temporarily or permanently
- continue to build on the work started to listen and connect to the experiences of people who have received support on the mental health wards in Doncaster, to identify any barriers to people being discharged and returning home and what needs to happen to remove these barriers.
- co-produce accessible information about people's rights when they are in a mental health hospital and when they leave hospital

Key actions and priorities for 2024

7 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.

In 2024 we will

- improve how we use information and data to identify young people who require support from adult social care early – so that we can provide proactive, timely support, building relationships with young people to help them plan and prepare for their future as an adult, focusing on their goals and aspirations in life
- review and make changes to our existing arrangements for supporting young people preparing for adulthood, based on best practice and what young people tell us could improve
- develop and co-produce with young people and their parents a preparation for adulthood charter, which will set out expectations and standards for what young people and their families can expect from us when moving to drawing on support as an adult.

8 Develop and support the wellbeing of Doncaster's adult social care workforce so they can support Doncaster people to live their best lives.

In 2024 we'll continue to embed our Workforce strategy by

- working on recruitment and retention initiatives and campaigns to promote a positive image of social care as a rewarding, challenging and fulfilling career
- increasing values-based recruitment to attract and retain the workforce we need
- developing roles to ensure the social care workforce are more visible and active in communities, using strengths-based approaches to work alongside people who require care and support to ensure they are supported to live the lives they choose
- developing and enhancing the skills of both paid and unpaid carers so they can support the people they care for and about to flourish
- continuing to develop peer support networks so workers can share ideas and issues, and draw on support from colleagues in similar roles or circumstances, or with shared experiences.

9 Improve equality, diversity and inclusion

In 2024 we'll

- co-produce a shared commitment to improve cultural competency across adult social care, benefitting Doncaster people and the workforce
- introduce a programme of leadership development, including reverse mentoring, to ensure senior managers lead by example
- improve the effectiveness of staff equality, diversity and inclusion training by connecting with wider adult social care changes that seek to build on inclusion and respect for human rights
- develop diversity networks and champions that bring people together to provide support, build empathy and influence policy.



Help shape the future of care and support in Doncaster

We have three main ambitions in Adult Social Care. We want Doncaster people seeking and drawing on care and support to have better experiences and better lives. We want to improve the morale and satisfaction of Doncaster's adult social care workforce. And we want to make more sustainable use of resources.



We think we've come a long way in 2023, and we're proud of what we've achieved together. But we also know there is lots more to do.

Making it Real Board members have decided our key actions and priorities for 2024. Now we need more people with lived experience to work alongside people working in Adult Social Care to make these priorities real.

This is your opportunity to help shape care and support across Doncaster. There are lots of ways to get involved.

Maybe you'd like to help recruit new members of staff to make sure we're selecting the right people. Or you might want to help to create accessible public information, in formats that work for you. Or use your personal experience of direct payments or home support to make changes that benefit you and lots of other people across our city. Or you might have your own suggestions for things you feel could be better. You might even like to join our Making it Real Board, and help to hold us to account on the things we've said we'll do in 2024, and to shape our priorities for 2025.

If you'd like to know more about getting involved, please talk to your social worker or email coproduction@doncaster.gov.uk



Paying people for their time and expertise

Co-production starts from the idea that no one group or person is more important than any other group or person. Everyone is involved as an equal, and valued for the unique knowledge, skills, experience and aspirations they bring. There are responsibilities and expectations on everyone, and people involved should receive something back for putting something in.

In 2022 we introduced a 'co-production payments policy' to ensure a consistent, fair and equitable way of recognising and rewarding people with lived experience who work alongside people working in Adult Social Care, for example through participation in Making it Real Board meetings, working groups, project teams, recruitment and selection, and learning and development.

The policy means that we will pay people with lived experience for their time and expertise, as well as travel and any other expenses, if they are involved in co-production 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.

'Strong relationships have been built, and these have been built from trust. This is what has made the difference in supporting these changes to be a success. It has also changed our relationships with social workers and how we see social care.'

- Glyn, Access to Care and Support Working Group

Your care and support: Doncaster 2024



City of
Doncaster
Council

