



How Did We Do?

Sheffield adult social care services 2014

Introduction

Welcome to our third 'local account' – the annual report of Sheffield's adult social care services. This report shows how we did last year (2013/14), how things have changed from the year before and how we compare with other councils. It also says what we are doing to improve services across the city.

Different people and organisations have worked together to produce this report, including those people who use our services. Members of the Council's scrutiny committee helped to shape the content of this report and Healthwatch Sheffield, an independent consumer champion, helped to make sure the report is relevant and informative.

A lot is happening in the adult social care sector, so it's important we work with others to drive improvements and keep standards high. Other councils, independent organisations and the public

are all involved in this work, helping us to see where we are doing well and where we need to work harder to improve.

This has been a challenging time for adult social care in Sheffield and the challenges are not set to end for some time yet. More people need our services and rising costs and government cuts means we have to make difficult decisions about how we continue to support the people of Sheffield.

Our priority is to support people to ensure they stay independent, safe and well. This includes doing more to help people to help themselves.

We continue to work with partners in adult social care and our service users to make sure we spend money fairly and consistently for those people that need support the most and promote high quality services.



Moira Wilson
Interim Director of Care & Support



Cllr Mary Lea
Cabinet Member for Health,
Care and Independent Living

Feedback on last year's local account

To make sure that we keep improving this report, we asked the Association of Directors of Adult Social Service (ADASS) in Yorkshire and Humberside to review it. A panel of customers and a panel of students reviewed the report and gave their views. Some of the comments were:

"The report seems an honest account, reporting both good and bad"

"It is quite long winded but overall a good account"

Some people said we should say more about what we are actually doing to put things right in those areas where we have not performed well. They also said we should include more about budget implications, future planning and any external assessments. This year, we have put more into the section called "How we spend your money" and we have added another section called "Looking to the future".

Feedback on last year's report was positive and people said it was easy to understand. This is good to hear, because we know that some of the information we must tell you about can be quite complicated.

When people suggested ways to improve the report, we have tried to include them. If you have any ideas on how we can improve next year's report please get in touch. You can find out where to send your feedback in the "Get involved and have your say" section.



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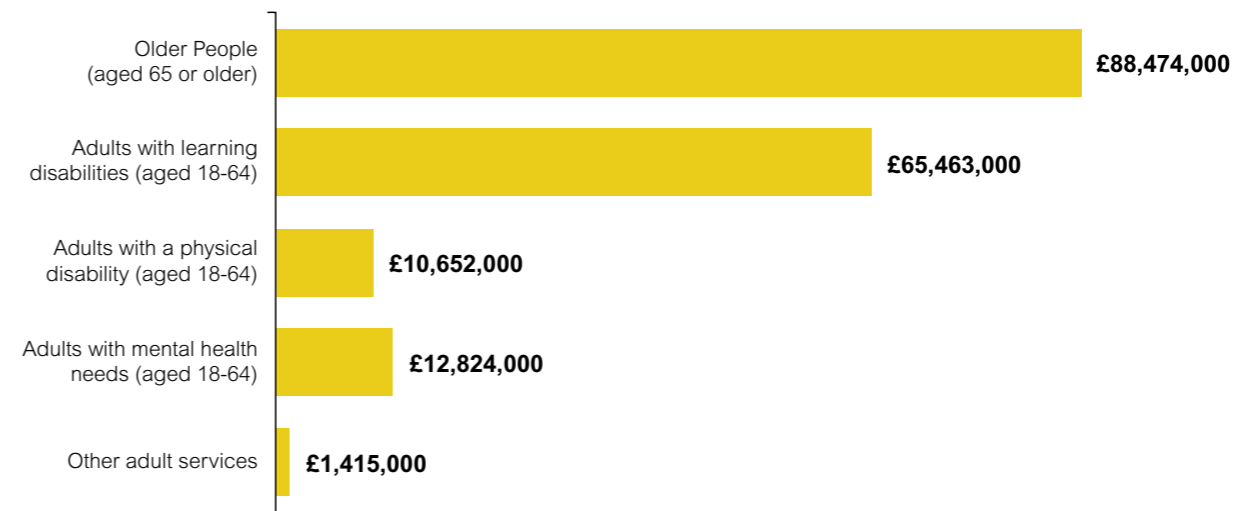
How we spend your money

What we are doing

- Protecting and promoting quality services.
- Providing the care and support that people need to stay independent, safe and well
- Reviewing all spending and potential savings including administration costs
- Reducing staff costs
- Reviewing the way we work and setting new targets
- Asking others to review our processes, where appropriate
- Working with the NHS to support more people to live independently at home and reduce unnecessary admissions to hospitals and care homes
- Making sure funding is fair, consistent and goes to people who most need support

Spending in 2013/14

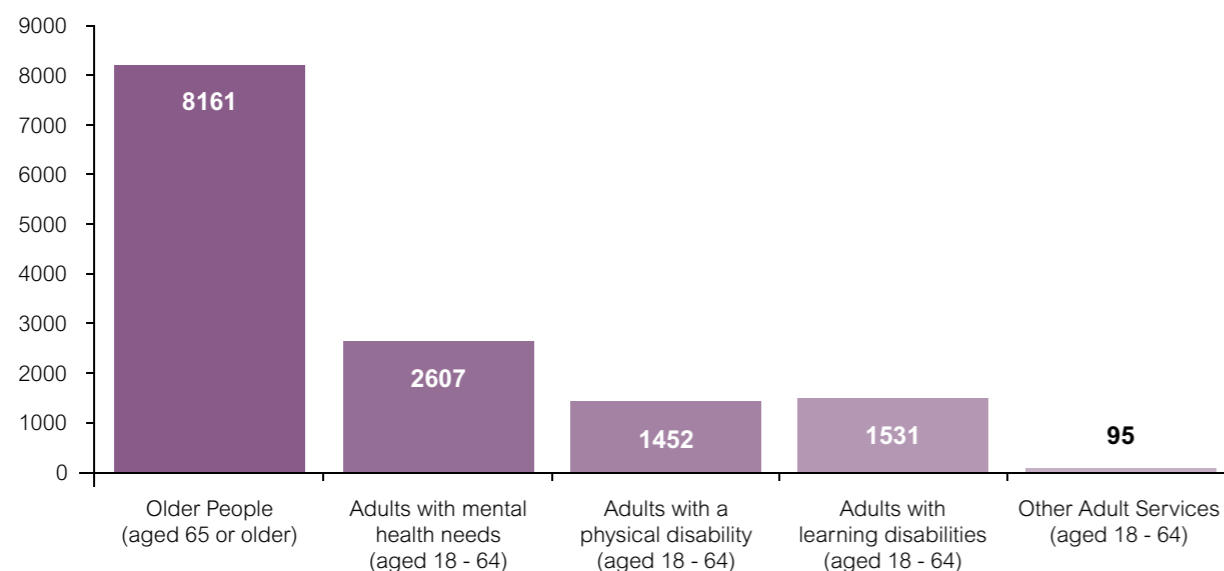
Proportion of Spending in Adult Social Care 2013/14



Source: PSS EX1 2013/14 Sheffield

In 2013/14 Sheffield City Council spent £178,828,000 on supporting 13,846 people with their needs. The graph above shows how much money we spent on different groups of people last year and how much of the total budget this is. The biggest part of the budget went on older people, followed by adults with learning disabilities. This is a smaller group of people, but their specialist services cost more. The graph on the next page shows the number of people getting services.

Number of people receiving services in 2013/14



Source: RAP 2013/14 Sheffield

Consulting on the budget for adult social care

We want to help people stay independent, safe and well, while providing high quality services. However, government cuts mean that we are now facing the biggest ever squeeze on the budget for adult social care. As a council, we must fulfil our legal duties, but we also believe we have a moral duty to the people of Sheffield. That is why we must think differently and find new ways of working.

To help us do this, we have been getting the views of people who use our services and those who work in the services. We met with carers, people with physical and learning disabilities, older people and people with mental health issues. At a big event at the Town Hall, we heard the views of service providers, voluntary organisations and staff. At smaller forums, we heard from those who could not make the big meetings. Other people contacted us by phone and email.

What we asked...

- How will these proposals affect people who provide and use adult social care services?
- What can we do to lessen any impact?
- What ideas do you have about us putting these proposals into practice?

What you asked...

- Will there be more cuts to follow?
- Why can't you link budgets with health services to get more for our money?
- There are lots of rumours about cuts to my budgets, when will I find out?
- How do I get a carer's assessment?

You can find the answers to these questions and more in the Adult Social Care Budget Proposals report – see the useful links section on the back cover.

Better Care Fund

The Better Care Fund is a national initiative to encourage the NHS and councils to work together more closely and to pool their budgets. Joining up the care and support that we provide in people's homes and communities is very important in improving people's health and wellbeing.

We will develop our plans in a range of areas in 2014-15, ready for our 2015-16 budgets. Our plans include our priorities for creating and spending a pooled budget between us, building on the national Better Care Fund arrangements.

We have agreed on four main areas to start with, they are

- **Keeping people well in their local community** – A new coordinated network of services to support people at most risk of needing health and social care, to help them stay independent safe and well in their local community.
- **Active support and recovery** – Create a single service to support people after they have had a spell in hospital and to provide alternatives to going into hospital for people if they have a crisis.
- **Independent living solutions** – A new service for children, young people and adults to ensure that there is the right equipment to support people to be independent safe and well. This service will be quick and practical, reducing delays elsewhere in the system.
- **Long-term high-support** – Forge a single approach to assessment, funding and management of long term intensive support offered to children, young people and adults with long-term health, social and specialist housing care needs. This single approach will focus on care and more cost effective placements and is likely to deliver single integrated teams of health and social care workers.

To help see our vision through we have agreed to establish a pooled budget in 2015/16. Sheffield City Council and the NHS Clinical Commissioning Group for Sheffield will pool together £278million to fund our vision.

What does this mean for Sheffield people?

- Local communities will get more support – helping people to stay independent for longer.
- Older people who have come out of hospital will get help to stay at home. Families and carers will not have to chase professionals or ask them to talk to each other.
- Children with a learning disability and their families and carers will get support to manage their needs and can trust that when they turn 18, they will continue to receive the support they need.



Looking to the future

We provided adult social care services to over

13,000

people in 2013/14

Number of people over 65 with a long-term, limiting illness projected to rise by 2020

+10%

Highest proportion of people over 65 compared to other big cities in England

65

9% increase in the number of people over 65 by 2020

9%

Sheffield has a population of

555,000

8,043

people's needs assessed by Sheffield City Council staff in 2013/14

Over **3,600**

people receiving home support

29%

increase in the average cost of a support package in the last five years

50%

cut in government funding in six years (2010 to 2016)

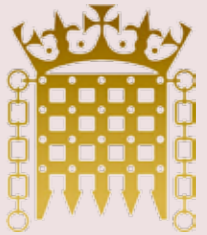
During 2014/15, Sheffield City Council must make £11.4m worth of savings from the Better Health and Wellbeing budgets, which includes all adult social care.

We are committed to providing value for money to those that use our services and those that contribute to Sheffield. We are sticking to our core principles of promoting people to be independent, safe and having access to high quality services. We are cutting the cost of home care through new tendering opportunities. We should save £2m and improve front line services by changing the way we manage and support services. To help reduce the budget, we are reducing our reliance on more expensive providers. Consistent assessments and regular reviews will ensure people have the right amount of support for their needs. We will make sure we agree our approach with those people who use our services, their families and carers as well as our own staff.

What we have done:

As part of the recovery plan, we set up a project to ensure all customers' needs are up to date and met by quality cost effective services. Between 2013 and 2015, this review and reassessment project will clear the backlog of overdue reviews. We will reassess all customers to ensure we have an up to date understanding of needs. We will make sure we plan their support to cater to all eligible needs using quality services in a cost effective way. This project has already delivered nearly 74% of the savings target. By the end of the year, only 13% of our customers will not have had a review within the last 12 months.

The Care Act 2014



What is the Care Act?

The Care Act 2014 is a new law that provides a clear description of how adult social care should work in England. It brings together and modernises many previous laws, and clearly sets out duties for our partners and us. New care and support rights for adults and carers will also come into force with the act. Most of the Care Act 2014 will come in from April 2015. Work in Sheffield has already started to ensure all our care and support services are ready for the changes.

What will the Care Act do?

The Care Act says that councils must:

- Promote wellbeing for people who receive care and for their carers
- Make sure that people's needs are prevented from becoming more serious
- Give people the right information so they can make good decisions about their care and support and provide independent advocacy for people who have a lot of difficulty being involved in their needs assessment.
- Make sure there is a range of high-quality and diverse care providers to choose from

The Care Act will bring in a national eligibility level to ensure consistency and fairness across England. It also expects us to join up health services and care services. This means that councils and the NHS must work together. It will also hold care providers to account if they provide poor care and help to protect people from abuse and neglect with new safeguarding laws. One of the biggest changes under the new law is about carers. Carers will be entitled to a full assessment of their needs and, if eligible, will have the legal right to get support for those needs, just like the people they care for.

From 2016, there will be major changes to how people pay for social care. Firstly, the means testing levels will increase so that financial help for care and support kicks in earlier. A new system will cap the amount people have to spend on care at £72,000 after which the state will pay any on-going costs – this is regardless of savings or assets. Councils will have to offer a 'Deferred Payment' scheme for people who pay for their care, meaning no one should have to sell their home during their lifetime to pay for care.

What we are doing in Sheffield

We already do a lot of what the Care Act says - some things we need to improve and some things are new. We are working on the changes to services and systems needed because of the Care Act and looking at how we might do things differently. The Department of Health is working closely with Sheffield City Council to make sure we are ready for the Care Act and has given us positive feedback about our own progress, following our autumn stocktake. There will be more information on these changes in next year's local account. Service providers will continue to provide the same levels of services to their users throughout this transition and changes will be well communicated to all those affected.

You can find out more information on the Care Act at the Government's website, which is www.gov.uk

Customer complaints and compliments

Complaints

This year we have seen an overall rise in the number of complaints reported. Complaints about the learning disabilities services have doubled compared with last year and the assessment and care management service has had nearly 25% more complaints than last year. These two services make up most of the increase this year, with all other services seeing a small decrease.

The Local Government Ombudsman has said that complaints about councils' adult social care went up by 16% this year across the country. In Sheffield, they went up by 30%. Having more complaints might not be a sign of poor performance but we do need to look into the reasons behind this change.

	2012/13	2013/14	
Number of complaints about Adult Social Care	163	210	
Proportion of complaints that were resolved under 3 months	48%	52%	▲
Proportion of complaints that were resolved between 3 and 6 months	39%	27%	▼
Proportion of people who were satisfied with the complaints process (Target is 80%)	69%	40%	▼
Average time taken to resolve (or respond to) a complaint (Target is 50)	130	119	▲

We are getting quicker at dealing with complaints. The average time taken to resolve or respond to a complaint has gone down to 119 days and over half of all complaints are resolved within 3 months, which is better than last year. We know we still need to do more to bring our average time under our 50-day target and to resolve all complaints within 6 months. Only 40% of people said they were satisfied with the process, compared with nearly 70% last year. The complaints service will look at how it gathers information to make sure its figures are accurate and it is aware of customer concerns following complaints. Sheffield City Council has set a target of 80% of all people making a complaint are satisfied with the way their complaints is processed.

What we are doing:

We have reviewed the complaints process and have made it simpler. By trying to solve problems first, before they become complaints, we have already seen a 25% fall in complaints in 2014/15 compared with 2013/14.

In 2013/14 compared with 2012/13, we saw a drop in over 50% in the number of complaints about service quality and a drop of over 20% in complaints about staff conduct. There has been a rise in complaints about delays and failure or refusal to provide a service of around 20% and complaints about policies and access have remained stable. Work will continue to understand the trends in complaints and use the lessons learned to improve services.

Each complaint can have more than one subject and we have seen a decrease in the number of complaints with multiple subjects since 2012/13. In 2012/13 on average, each complaint had 2.5 subjects while in 2013/14 this dropped to 1.5 subjects per complaint.

The number of complaints received in 2012/13 and 2013/14, by subject

Note that each separate complaint can include more than one subject



The complaints team has made a number of changes because of the complaints received in 2013-14. These are:

- More focus on swift personal contact and problem solving simple complaints
- A simpler complaints process with better monitoring
- More support for those investigating complaints
- More focus on performance and response times

What we are doing:

The complaints service has brought in a new way of problem solving complaints to solve the issue rather than managing a complaint. Teams now have more options to deal with complaints. For example, if Allan calls to complain that his wife has had to wait too long for a review, the team can agree a date for the review with Allan. This solves the problem before it becomes a complaint. This should cut the number of complaints and cut the time it takes to resolve cases that are more complex

Comments and compliments

Here are some of the compliments that Sheffield City Council received during 2013/14 about its adult social care services.

Home Support Service

To all the carers and their managers. Thank you for all your kind care and support you gave my Dad and me in his last part of his life. I know sometimes that I found it hard to accept all the hard work it took – you all did a fantastic job and I could not have done it alone. Once again Thank you

Community Access and Reablement Service

Thank you all in Adult Social Care Team for organising help whilst my carer was on holiday.

Direct Payments Team

I have had dealings with a worker in the Direct Payments team. They have always responded, usually within minutes and have been clear, concise, professional and respectful in his explanations or requests.

Home Support Service

To all the carers. We want to say a big thank you to all of you who helped our mum. You all do a great job.

Assessment and Care

I've much appreciated the way I have been closely consulted with, which I know took ages, but it made me feel empowered and so much better about the whole thing. No social worker has done this with me before. I know you are all snowed under with work and under a lot of pressure, so I appreciate it all the more.

Community Access and Reablement Service

I would like to express my appreciation of the help that our social worker has given us. They have wasted no time and have been helpful, efficient and caring.

Review and Reassessment Team

I just wanted to pass on our thoughts on the worker who has been dealing with our case. We held a review today and wanted to say it has been a pleasure working alongside them. I really feel they have listened and taken on-board everyone's comments/opinions, and even though the service user was not present, I felt their personal choices were given great consideration.

Home Support Service

As a family we would just like to say thank you for all the help and kindness you showed whilst caring for Mum at home.

Please let us know if you have something to say about a service. It helps us to improve and we use it to plan for better services in the future. It is also important for us to know what works well, so we welcome any compliments too.

You can write us at:

Sheffield City Council, Town Hall, Pinstone Street, Sheffield S1 2HH

Phone us on: 0114 273 4567

or complete a form on our website:

https://service.sheffield.gov.uk/selfservice/L1_Portal.html

Communities Readers Group

This group of people are interested in making sure that we provide good quality information about adult social care services. The readers group are current service users or people directly affected by the services we provide. The group looks at draft information such as leaflets, guides, fact sheets, letters and web pages to check that they are appealing to the right audience, easy to understand and tell people what they want to know.

Sometimes the group will also co-produce information from scratch with council staff. The meetings are informal and enjoyable. As well as the satisfaction of producing good quality information, members of the group also enjoy each other's support.

If you are interested in joining the readers group, we are always looking for new members to help improve our own communications.

Please contact: Christina Shipley on 0114 293 0377 or email PracticeDevelop@sheffield.gov.uk







Measuring our performance

Like all councils in England, we must regularly provide information about our services to the government. In this report, you will see how Sheffield City Council compares with the average results from the following groups of councils.

National – all the councils in England

Yorkshire and Humberside – all fifteen councils in our region

Throughout this report we use some symbols to show how our performance has changed since last year (the arrows) and how we compare to other Yorkshire and Humberside councils (the colours). You can see these symbols with many of the graphs and tables.

	Sheffield's performance is better than last year	R	Sheffield is performing below the average of councils in our region
	Sheffield's performance is very close to or the same as last year	A	Sheffield is performing very close to or the same as the average of councils in our region
	Sheffield's performance is worse than last year	G	Sheffield is performing above the average of councils in our region
	Information collected for the first time this year		

By comparing ourselves with other councils, we can see where we need to improve and who we can work with to raise performance.

We are generally doing well at...

- Ensuring people with learning disabilities live in a settled home environment
- Providing care and support that helps people feel safe and secure
- Ensuring that those people who use our reablement services get an effective service

We need to get better at...

- Providing people with better and easier to access information about support services
- Helping people with learning disabilities find paid employment
- Reducing the delays from Hospital

Getting others to check our performance

Sheffield has worked with other councils in our region to check our performance and raise standards. Earlier this year, we invited a team of senior managers from other councils in the region to Sheffield. We asked them to look at some vital parts of our adult social care services – reablement and prevention – and to challenge how these work in Sheffield. The team met with people who use services and with staff to get different views. They pointed out where there are problems and where we are doing things well. We are using this information to improve and to help shape our plans for the future.

A team of customers from Rotherham recently 'mystery shopped' all the councils in Yorkshire and Humberside, looking at the different ways people get access to services. These customer inspectors assessed the quality of services by telephone, face to face and on the internet. The inspectors gave a rating based on their experiences (excellent, good, fair and unsatisfactory). The results of this assessment are below.

Customer Contact	2012 Rating	2013 Rating	2014 Rating
Telephone	Unsatisfactory	Good	Fair
Website	Unsatisfactory	Good	Good
Face to Face	Good	Good	Unsatisfactory
Reception	Unsatisfactory	Good	Good
Out of Hours	Fair	Unsatisfactory	Fair
Safeguarding Access		Good	Fair

This year, the customer inspectors rated the reception services at Howden House as good, but they felt there was room for improvement in face-to-face access there, which they rated as unsatisfactory. The inspectors said that the staff were polite and courteous but they hadn't been able to provide the specific advice the inspectors were looking for. Inspectors said they felt rushed and had to deal with long queues for telephones in order to get in touch with someone who could help with their requests. In the other areas, we received praise for giving jargon-free advice and being polite and friendly. Some of the inspectors found that they only got just enough information from their requests but no more. In contrast to this, the inspectors found the website to contain plenty of information to help them.

Last year we said:

We need to look at the why the Out of Hours service was rated unsatisfactory.

What we are doing:

This year, the inspectors said that the person they spoke to was polite, helpful and treated them with respect. This person took a message and, if the inspector had left their details, a social worker would have called them back to help them further. There is still room for improvement and we will review the inspectors' findings to improve our services for the coming year.

How we did

Outcome One - Enhancing the quality of life for people with care and support needs

How we compare

Choosing your own support services

Self-directed support (SDS) enables people to choose the support that will help to meet their needs. Last year, nearly 70% of all service users self-directed their own support. This has fallen to 63% this year, which is around the same as the national average and above the Yorkshire and Humberside average of 56%. This fall in numbers is due to new processes to raise the standard of data quality when performance recording.

A 'personal budget' is the money allocated to pay for someone's support. The money can go directly into a service user's bank account so they can arrange some or all of their care themselves. These are called direct payments and Sheffield has once again performed well here, with 28% of service users getting direct payments. This puts us at the top in Yorkshire and Humberside and well above the national average of 19%. In Sheffield, SDS is about people being independent, safe and well, with services that respond to customers, are affordable and of a high quality. We regularly check direct payments and SDS to ensure they are meeting their intended purpose.

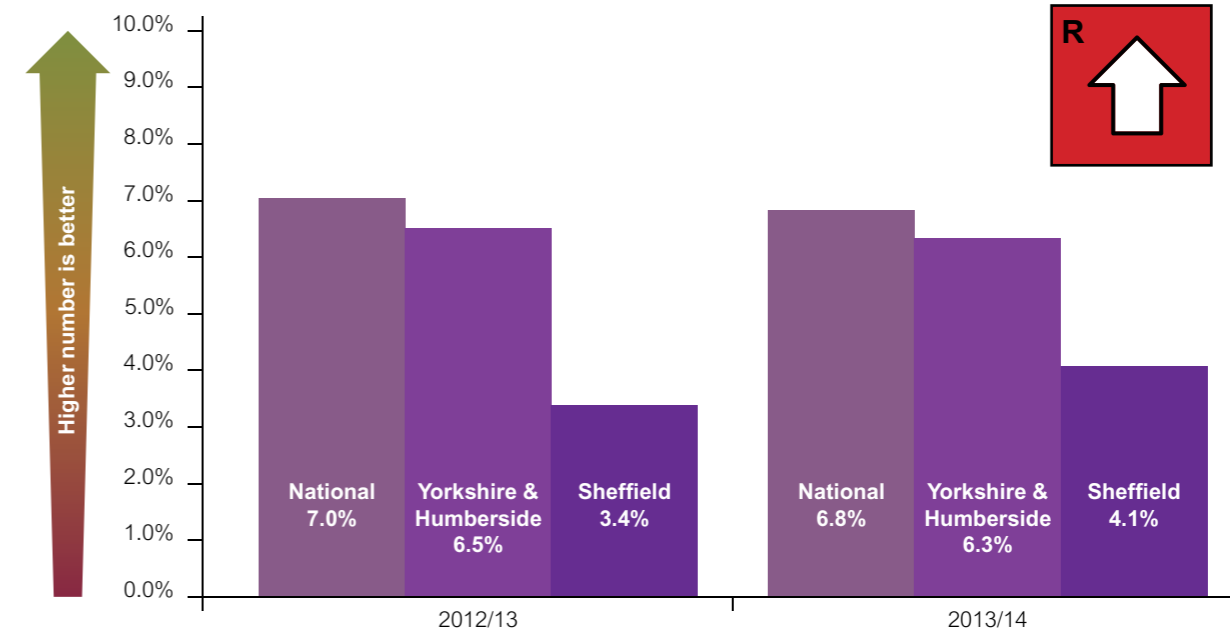
Finding paid employment

For people with a learning disability or with mental health problems, there is a clear link between employment and their quality of life. Sheffield aims to support all people to find work wherever we can. During 2012/13, only 3.4% of people with a learning disability were in paid employment and we set ourselves a target of matching the Yorkshire and Humber average of 6.5%. This year we have improved, with 4.1% of learning disabilities service users now in paid employment, but we are still behind the national average and below our target. Nationally and regionally, the percentage of people with learning disabilities in paid employment has been reducing but in Sheffield, it is increasing.

Unemployment pressures can make it even harder for people to find work if they have a learning disability or mental health problem. We will continue to monitor the situation and keep our target in place for 2014/15. To see big improvements, we need more thinking and development in this area.



Proportion of adults with learning disabilities in paid employment



When looking at adults using mental health services we have seen a small drop in the number in employment, from 6.3% to 5.2%. This is in line with the falling averages nationally and is a much smaller fall than the Yorkshire and Humberside average, which has dropped from 10% to 7.7%.

Last year we said:

We need to develop more plans to improve employment opportunities for people with learning disabilities and those in contact with Secondary mental health teams.

What we are doing:

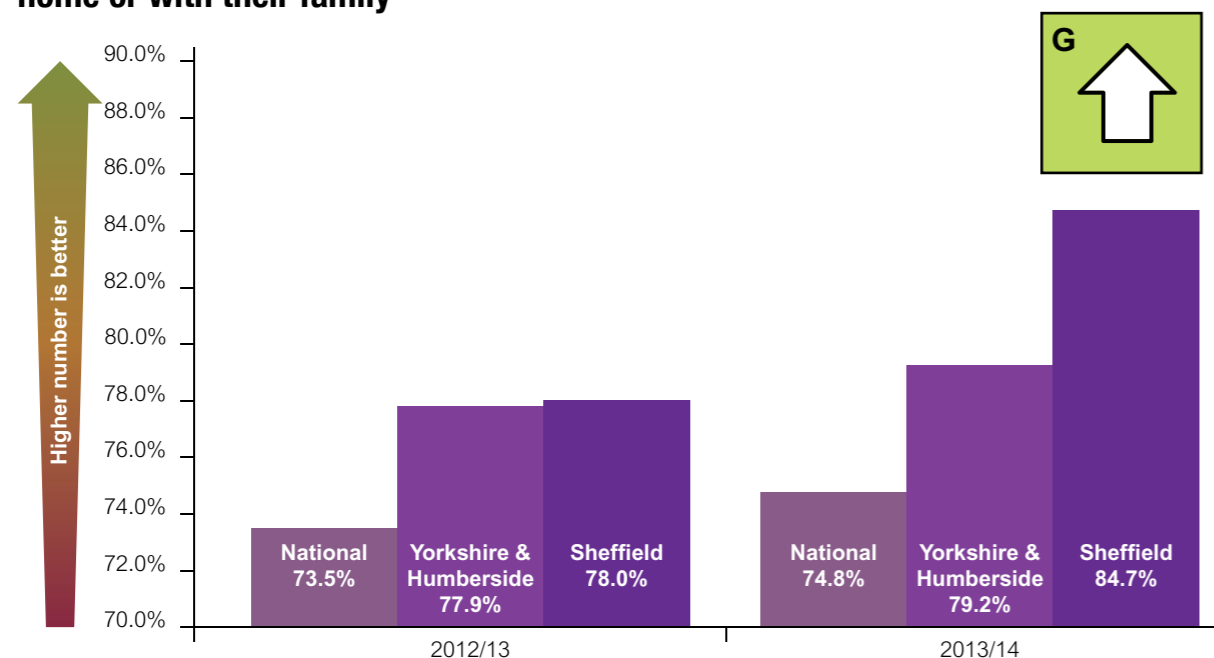
A commissioning strategy for Learning Disabilities is set to come into force from January 2015. This strategy notes the concerns about inadequate employment support in Sheffield and that people with learning disabilities did not benefit from Governments schemes and services, like Jobcentre Plus. Improving employment support is a priority. By working together, we can ensure there is a coordinated approach to employers and employment support services. The strategy also has ambitious plans to improve the support for people who want more access to wider community based volunteering. We will use the hosting of the 2017 Special Olympics as a catalyst to draw together partners from all sectors of the city to meet this aspiration.

Living in a settled home

Where people live greatly affects their quality of life. For people with a learning disability this can have a huge impact on how safe they feel and whether they feel socially included. People benefit greatly from living in a safe settled home, either independently or with their family, as opposed to less settled places such

as temporary accommodation, care homes or staying as a short-term guest. The number of adults with learning disabilities in settled accommodation has gone up to 85% from 78% last year. This is ahead of both national and the Yorkshire and Humberside average and places Sheffield in the top three councils in the region. Key to this improvement has been the success of the Adult Placement Shared Lives (APSL) services where many people with learning disabilities and their families have support from approved adult carers in the carer's home. We hope to continue this services success and will double the number of families registered with APSL who can provide long term shared lives support. The new supported living framework will provided more choice, reduce people social isolation and help us to depend less on traditional block arrangements for supported living. This process will convert many block funded residential care homes to supported living services. Using the 'Deciding together' protocol; people with learning disabilities and their families can work together to pool their personal funds and choose their own supported living providers.

Proportion of adults with learning disabilities who live in their own home or with their family



How this affects you

Every year we survey a random sample of people using our adult social care services. All councils in England do this survey, so we can compare the experiences of Sheffield people with those from around the country. The survey results help us see what people are saying about our services.

How you rate your quality of life

One of the questions asks how people feel about their lives in general and how they would rate their quality of life. 55% of people say that they feel they have a 'good' quality of life. This is below the national average and below the average for Yorkshire and Humberside by about 5%. When asked if the support services help give a better quality of life 91% of people feel that they do. This is slightly higher than both the national and regional averages.

Meeting basic needs

The survey also asks about some of the basic things that many people take for granted such as getting enough food and drink, staying clean and presentable and keeping their home clean and comfortable. These all mean a lot to people who find it more difficult to do these things themselves and require some support. Sheffield is matching the national averages and regional average for these questions. When asked if support services help people to meet their needs most people say that they are.

Feeling in control

Feeling in control is a very important factor in having a good 'quality of life'. When surveyed, 74% of people felt that they have control of their daily lives. This is slightly lower than last year and lower than the national average. It is also the lowest score in the Yorkshire and Humberside region. During 2014/15 we will work with other councils in our region (especially those that score highly on this measure) to help improve our own support services.



Miracle Cure

Helping people to improve their health and wellbeing, Activity Sheffield has started a new scheme called 'Miracle Cure'. It aims to provide the opportunity for anyone in Sheffield to be physically active. By supporting people to develop a weekly sport and physical activity habit to fit around their lifestyles, the team at Activity Sheffield helps people overcome obstacles and build their confidence.

They offer a range of 1-1 sessions, personal programmes, experience days and encouraging phone calls. The friendly team can discuss your aims, anything that might hold you back, your lifestyle and help to tailor a plan for a more active lifestyle.

Over 3000 people have already signed up and taken part in affordable sessions for all abilities.

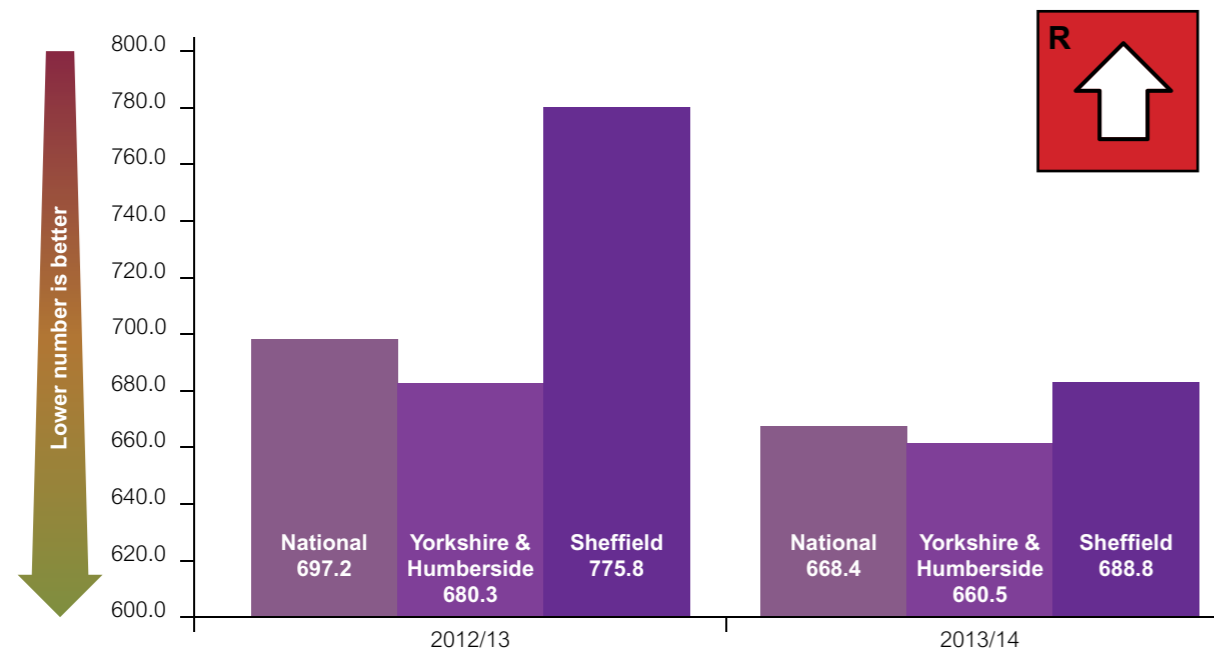
Outcome Two – Delaying and reducing the need for care and support

How we compare

How many people are moving into care homes?

We aim to support as many people as possible to stay independent in their own homes for as long as they can. Last year we said that the number of people moving into care homes had nearly doubled, due to a new scheme to speed up people's return to independent living. This scheme was changed and it is good to see that admissions to care homes have gone down again. Sheffield is now below the national and regional averages. We still have a way to reach our target of 133 per 100,000 but we hope the new process will continue to give better results and bring the number down. The below graph shows the older people element of this measure.

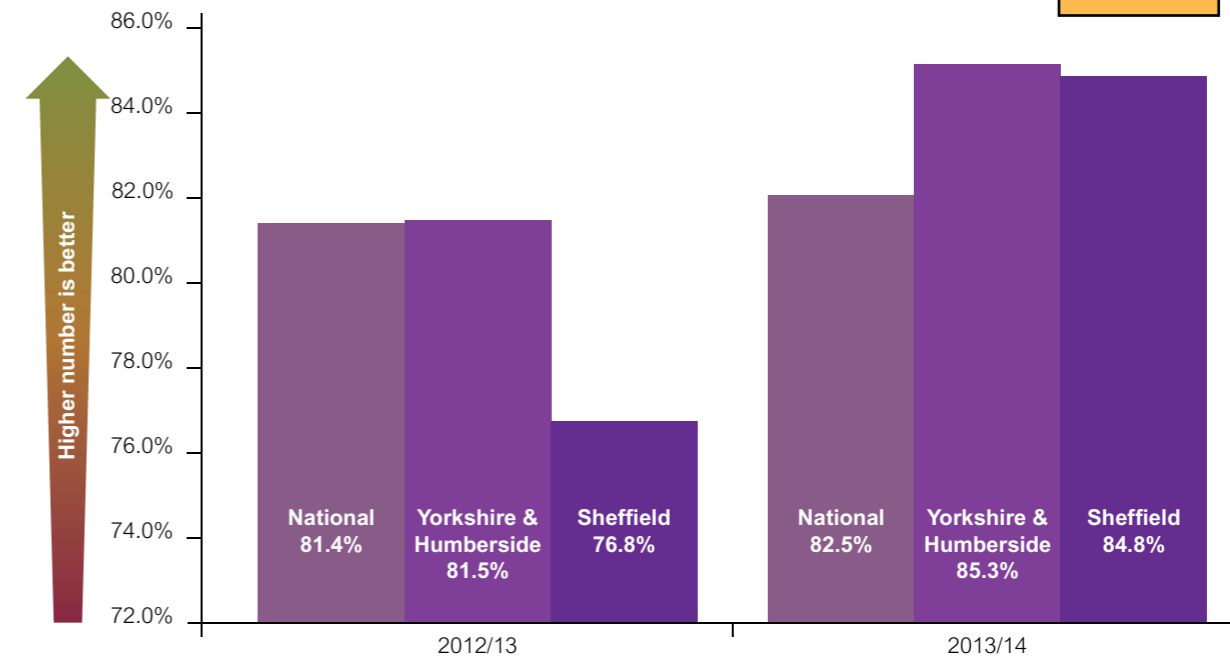
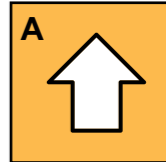
Permanent admissions of older people (aged 65 and over) to residential and nursing care homes, per 100,000 population



Being able to live at home after being in hospital

Older people leaving hospital often need short-term support to help them get their confidence back and to live independently again. We call these support services 'reablement' or 'rehabilitation'. Sheffield is in the top three councils in our region for offering these kinds of services, with nearly 3% of over 65s offered this service, which is the same as the national average and is slightly higher than the regional average of 2%.

Proportion of older people (65 and over) who were still at home 91 days after discharge from hospital into reablement / rehabilitation services (effectiveness of the service)



We measure how effective this service is by seeing how many people who have had this support are still at home after 91 days. The graph above shows that the proportion of older people who were still at home after 91 days after discharge into reablement/rehabilitation services. This has increased by around 8% and we are just under our target for 2013/14 of 85%. Work continues to improve performance in this area. We have invested in more intermediate care beds and a new home based reablement service. Sheffield continues to offer reablement services to a wide range of people in the city.

What we are doing:

Improving the time it takes to complete social care assessments is a key issue for us and we have taken steps to improve performance. The council has commissioned support from other organisations to speed up the time it takes to do social care assessments. This has had a positive result with average assessment time down to 47 days from 90 days in 2012/13. The result is below our interim target of 50 days and work continues to improve the waiting times to the 2014/15 target of 28 days

Getting back home from hospital without delay

People usually do not want to stay in hospital any longer than they need and would like to go home as soon as it is safe to do so. Delays caused by not getting the right care in place can cause unnecessarily long stays in hospital. In August, the Sheffield Teaching Hospitals NHS Foundation Trust (STHFT) changed how they define delayed transfers. They also started to report delays directly from their case management system, and now Sheffield's delays are coming out at about five times higher than they were before. Delays for the city were 15.6 per 100,000 population in 13/14. This is probably more accurate than it has been in the past, but it is now harder for us to compare because other councils are not using the same definition of a delayed

transfer. Most delays are NHS related, and social care delays only account for 1.4 of this 15.6 total. We are working with STHFT to improve processes to avoid delays. As a result, we saw performance improve significantly in March because of joint work to reduce delayed transfers.

How this affects you

Keeping in touch

Being part of a community and having regular contact with other people is very important to have a good quality of life. Around 43% of those asked in our survey say that they “have as much social contact as I would like.” This is a little less than last year and a little less than the national average but equal to the regional average.

Getting out and about

Being an active member of your community means being able to get about your local area with confidence. Of those surveyed, we found that 33% feel that they are able to get to all the places they want to and have plenty of activities they like. This is an increase of about 6% from last year and brings us in line with national and regional averages.

Outcome Three –Ensuring people have a positive experience of care and support

How this affects you

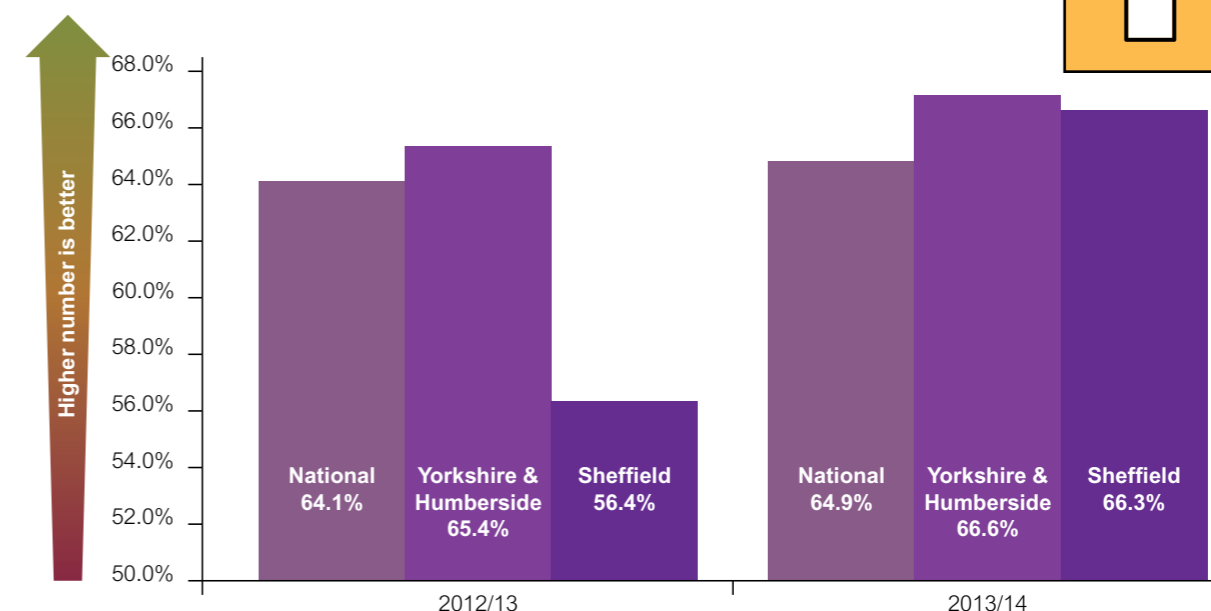
Satisfaction with services

The user survey asks how satisfied people are with the services they get overall. Sheffield has improved on last year with just over 66% answering “very satisfied” or “extremely satisfied”. This is an improvement of 10% from last year and we are now just above the national average and just below the regional average.

Carers get a national survey every two years. We will be able to report the results of the latest carers’ survey in next year’s local account.



Proportion of people who use our services and are satisfied with their care and support



Finding information and advice

Information and advice on care and support should always be accurate, helpful and easy to find. We can compare ourselves against other councils using the national survey results. This year, 68% of those asked said that information was easy to find. This is better than last year but still not as good as we would like. We will look again at how we communicate with people and at any problems people have getting the right information. We are also looking at how we can provide information and advice without relying too much on the internet.

What we are doing:

Throughout 2014, we reviewed a range of information and advice material that describe the adult social care help we provide. From this work, we have now published a range of factsheets. These include:

- Getting social care support
- Support planning and organising your support
- Help with travel arrangements
- Managing your direct payment

Dignity in Care

No one chooses to be in a situation where they need help with everyday tasks, such as eating, bathing and dressing. Where people do need help, they should get it in a way that makes them feel respected and valued, with as much independence and privacy as possible.

Sheffield City Council believes that dignity should be the heart of services. In 2012, we set up the Dignity Champions Network, for anyone who provides care and support in the city. Members get news and information, meet to share good practice and talk about problems they have had.



The Sheffield Dignity Code

- Dignity is to be seen as a basic human right, not an optional extra
- When providing services, all staff should show respect and value each customer as a unique individual.
- Services are to respect the privacy of their users and provide services that support this.
- Services will enable their users to have their say, value their contribution and actively involve users in all decisions about the services they get without the fear of speaking out.
- Our aim is for the people of Sheffield to lead a life of dignity, maintain independence and be able to choose how they take part in the social and cultural aspects of their community.

What is Healthwatch Sheffield?

Healthwatch Sheffield is your independent consumer watchdog for health and social care services. We're here to help adults, children and young people have a say in how services are designed and run.

Local Healthwatches have been set up by the government to run in every local authority area in England. The funding for Healthwatch comes from the Department of Health, and Sheffield City Council awarded the contract to deliver Healthwatch to Voluntary Action Sheffield (VAS).

How can you make a difference?

We listen to the views of people who live or work in Sheffield and collate your experiences so we can provide evidence-based feedback to the organisations that design, commission and deliver health and social care services.

You can tell us about your experiences (good or bad) of using health and care services.

- Health services include doctors, dentists, opticians, chemists and hospitals.
- Social Care services include care homes, personal budgets and day centres etc.

Looking for information or advice?

We work in partnership with Sheffield Citizens Advice who provides the information and advice service for Healthwatch Sheffield.

There are online self-help materials available on their website

www.advicesheffield.org.uk/self-help/

and face-to-face and telephone appointments are available for people seeking advice.

Contact Healthwatch Sheffield

Call: (0114) 253 6688

Text: 0741 524 9657

Email: info@healthwatchsheffield.co.uk

Write to: Healthwatch Sheffield,
The Circle, 33 Rockingham Lane,
Sheffield, S1 4FW



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Outcome Four – Safeguarding people whose circumstances make them vulnerable and protecting them from avoidable harm



How this affects you

Feeling safe

We survey people to ask them how safe they feel. Of those that answered, 59% feel “as safe as they would like to be”. This is down from last year and puts us below many of the councils in our region. We hope to improve during 2014/15 by working with other councils to learn from them.

We also asked people if they felt that the services they get help them to feel safe and nearly 85% said that they do. This is both higher than the national average and our region’s average by about 5% and much higher than we achieved in 2012/13.

Mental Health Street Triage service

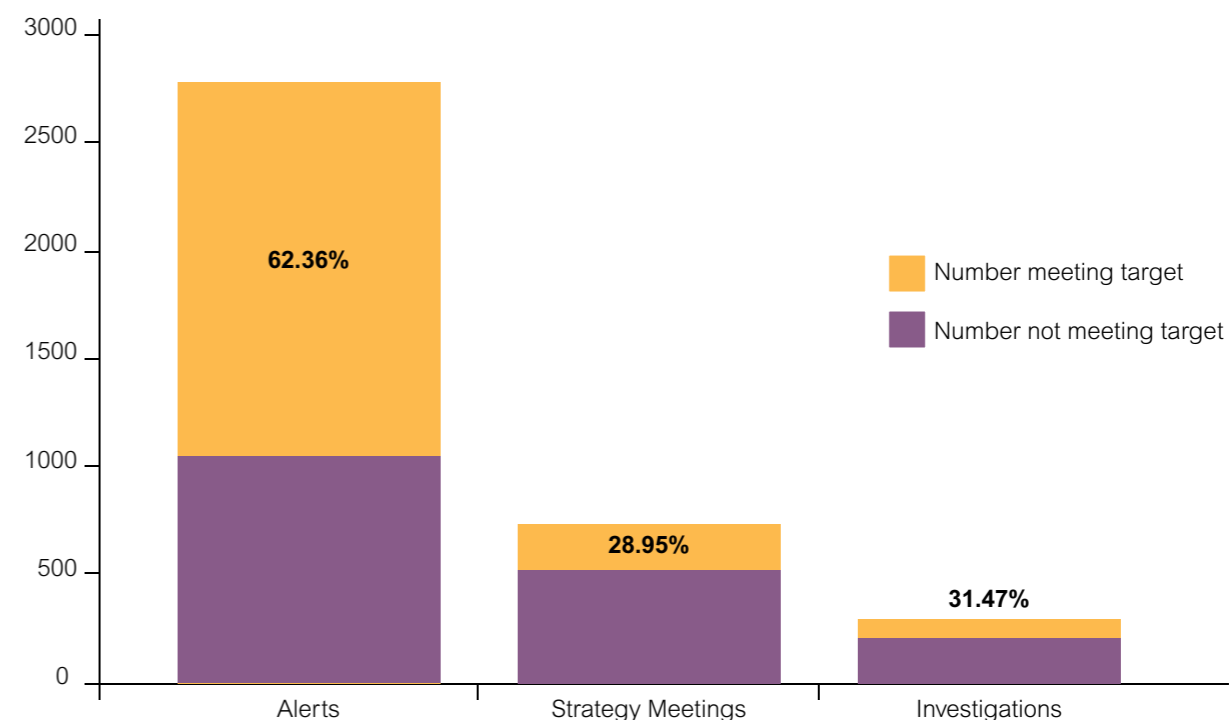
Sheffield Health and Social Care Trust are working with South Yorkshire Police on a pilot scheme to provide on-scene professional advice for people with acute mental health issues.

The Street Triage project enables the police to direct a suitably experienced mental health professional to police call outs where there is some suggestion of mental health issues. They review the situation and advise the police on the best solution. The project started in January 2014 and is showing good results. 65% of people were able to stay at home or in the community after the Street Triage team has attended and just 25% needed to attend hospital. Detentions under Section 136 of the Mental Health Act have drastically reduced during the working hours of the Street Triage project, as have the referrals into custody. The project is also forging a strong link between front line emergency services and mental health professionals.

Ensuring a timely response

Safeguarding investigations can be very distressing. Long timescales can add to the stress. The Sheffield Adult Safeguarding Partnership (SASP) has set some timescales for each stage of the safeguarding investigation. The graph below shows how we are doing against these timescales. In 2013/14, we did not perform well in ensuring all strategy meetings took place within 14 days of raising an alert. Strategy meetings involve different organisations as well as Sheffield City Council and it is hard sometimes to get all those involved together to discuss the concern. We have worked hard to improve the way we work with other organisations. In the first part of 2014-15, the number of strategy meetings that were not on time has fallen. Over 60% of alerts get a response and we either close them or progress them within 24 hours, but our average time is above the target (4 days).

Number of Safeguarding stages completed and the percentage within the SASP targets



Safeguarding Stage	Timescale to be completed in
Alert	24 hours
Strategy Meetings	10 working days
Investigations	10 weeks

Safeguarding Sheffield Service

Sheffield’s Safeguarding Adults Partnership consists of a number of organisations responsible for protecting vulnerable adults at risk of harm. They work together to:

- Help promote awareness and understanding of adult abuse
- Involve services in the development of our policies and services
- Make sure lessons are learned from the worst cases of abuse
- Monitor the current trends in Safeguarding to better predict and prepare for future issues.

Contact and information

To get in touch or for more information, please write to:
 Sheffield Safeguarding Adults Office
 Level 9 East Wing Moorfoot Building
 Sheffield
 S1 4PL

Our Priorities for 2015

2015 is set to be another challenging year for adult social care, but we still want keep on improving and setting ourselves achievable targets and priorities that promote our vision of **independent, safe and well communities** that are **treated with fairness and dignity** and as an organisation we work together to allow the people of Sheffield to help themselves.

Our priorities include

- Achieving financial stability, through a robust business plan and ensuring services are delivered within a managed budget.
- Implementing the changes required to comply with the Care Act
- Integrating Health and Social care services via the Better Care Fund to provide a fully joined up service for Sheffield.

Get involved and have your say

If you are a service user or carer, your opinion on this report and the services you make use of is very important and we welcome your views about the quality of the services we provide. You can use your own experiences to help us improve services. The Quality Improvement Network provides a variety of ways for people who use adult support services to get involved, like consultations and surveys.

If you would like to get involved, we will talk with you about your interests and much time you have available to find a way of being involved that fits around your other commitments.

Support

If you come to meeting with us, we will make sure they are always held in an accessible, city centre venue. We will ask you if you have any support needs or need any adjustments so that you can take part. We will always reimburse you for travel or Personal Assistant expenses you incur on the day.

To find out more please contact:

Communities Business Strategy Quality Team
Moorfoot Building, Level 9 East Wing
Sheffield
S1 4PL

Email: PracticeDevelop@Sheffield.gov.uk
Telephone: 0114 273 4119

For feedback on this report, please contact:

Communities Business Strategy Planning and Performance
Moorfoot Building, Level 9 East Wing
Sheffield
S1 4PL

Email: Chris.Blackburn@sheffield.gov.uk

Many Thanks

We would like to thank the Care and Support readers group, Healthwatch, the Healthier Communities and Adult Social Care Scrutiny Committee and everyone who provided information to help produce this report.

Useful Links and Contacts

Sheffield City Council Website

www.sheffield.gov.uk

Adult Access Team

0114 2734977

Health & Social Care Information Centre

www.hscic.gov.uk

Healthwatch Sheffield

www.healthwatchsheffield.co.uk

0114 253 6688

info@healthwatchsheffield.co.uk

Healthwatch Sheffield, The Circle,
33 Rockingham Lane, Sheffield, S1 4FW

Customer Complaints

Sheffield City Council, Town Hall,
Pinstone Street, Sheffield, S1 2HH

0114 273 4567

https://service.sheffield.gov.uk/selfservice/L1_Portal.html

Adult Social Care Budget Proposals FAQ

<https://www.sheffield.gov.uk/your-city-council/finance/adult-social-care-review/have-your-say.html>

This document can be supplied in alternative formats,
please contact 0114 273 4972

Sheffield City Council
www.sheffield.gov.uk