

1 INTRODUCTION

This report draws on feedback received within the following areas of engagement activity:

- I Statements Annual Survey
- Citizens Involvement Project, including Learning Disability and Autism Partnership Boards
- Festival of Involvement Analysis Report
- Ethnicity Analysis Report
- Sheffield Voices Project commissioned through Disability Sheffield
- Compliments / Complaints including Complaints Annual Report 2022 – 2023
- Commissioning Strategies and Plans engagement.

2 SUMMARY OF FEEDBACK

When we compare feedback across these different areas of engagement, we are able to capture common themes reflected in multiple reports. In this way, we have identified 2 key strengths and 5 Areas for improvement and priority.

RAG	Theme	CQC Theme	Where is It Referenced
Strength	Relationship building with front line staff is one of our biggest strengths	Working with People	I-statements reports Festival of Involvement Compliments
Strength	Positive areas of activity are making a real difference to people's lives <i>(Both in-house and commissioned services)</i>	Providing Support	Festival of Involvement I-Statements Commissioning strategies feedback Compliments
Area for Improvement	People have not found it easy to get the information and advice they need	Working with People	Festival of Involvement I-statements reports Sheffield Voices project Complaints (Working with People theme)
Area for Improvement	People do not yet feel a strong sense of independence or quality of life	Working with People	Festival of Involvement I-statements reports Sheffield Voices Project Complaints (Working with People theme)
Area for Improvement	People felt afraid to speak up about poor practice	Ensuring Safety	Festival of Involvement feedback Complaints (Providing Support/ Ensuring Safety theme)
Area for Improvement	Listening to Seldom Heard Communities	Providing Support	Sheffield Voices Project Citizens Involvement Project Ethnicity Analysis Report
Area for Improvement	Transport and Access Arrangements	Providing Support	Sheffield Voices Project Festival of Involvement

3 HOW WE ARE CELEBRATING OUR STRENGTHS

We now have three primary avenues for celebrating our achievements with our workforce and reflecting back the compliments and appreciation shared by customers and carers. These avenues are:

Staff events Regular Online and In-person events are now held, where successes are celebrated and feedback is shared. Speakers from across the directorate give updates on our achievements.

The Adult Care and Wellbeing Manual : an online resource for sharing staff information, guidance and best practice. It includes a 'Thank you Wall' for compliments

The Adult Care and Wellbeing Weekly Newsletter shares regular good news stories and celebrations of successes with our workforce

Feedback data, both quantitative and qualitative highlighting strengths and areas for improvement are fed regularly into Directorate Leadership Team (DLT) meetings via update reports and also reviewed through presentations at monthly performance clinics as part of our [cycle of assurance](#).

Learning is also captured at service level where it informs practice and is escalated when required. In these ways, we can ensure that areas of strength and best practice are highlighted, shared and inform strategic planning.

4 LEARNING FROM FEEDBACK – OUR IMPROVEMENT ACTIVITIES

Below against each theme are noted the actions taken, impacts observed and significant future actions set out within our directorate plan. As with our strengths, all areas of concern have been highlighted within our cycle of assurance and formed the basis for robust action planning:

4.1 Area for Improvement – Information and advice

People told us that they found it difficult to gain information and advice. In response to this, we have: -

Improvements Undertaken	Impact
<ul style="list-style-type: none"> • We have strengthened and developed our first contact provision as an entry point for information, advice and guidance. • We have developed our IAG online provision through 'Sheffield Directory' • A Coproduction network has been set up to support Information and Advice website development. • Accessibility Software to facilitate instant interpreting and translation of content has been built into the Sheffield Directory. • Updated the social care website. • Updated guidance published on equipment and adaptations eligibility criteria. • Revising of letter templates within financial assessments team • Refreshing of customer care training and increased supervision for staff dealing with complaints within financial assessments team • Planned improvements within commissioning teams to develop communication with bereaved families. • Staff to signpost customers to a grant fund search website – access to information on funding customers may be eligible for. 	<p>First Contact: Over 60% of contacts made to us are resolved in our first conversation and there are low levels of people returning following this: 4% after 6 months and 2% after 3 months</p> <p>Sheffield Directory Usage increased by 71% between February & July 2023 Key performance data shows 50,000+ website hits every month, a huge growth from just 2000 for the previous site. The directory has met Reach Standards</p> <p>Increase in percentage of those who agree with each statement 2022/23 vs 2021/22 data):</p> <ul style="list-style-type: none"> ➤ Improvement of 13.2% to “I know what services are available and can make informed decisions. ➤ Improvement of 10.4% to “I know where to go and get help” ➤ Improvement of 4.0% to “I know what services and opportunities are available in my area”? ➤ Improvement of 2.1% in recent I-statements survey to “The system is easy to navigate”.

Priorities for 2024 - 2025

<p>In 2024 to 2025 to continue to improve our information and advice offer we will implement: -</p> <ul style="list-style-type: none"> ✓ A named worker approach, which is intended to improve access and quality of information, advice and guidance. ✓ A community engagement approach in partnership with voluntary sector to enable engagement with diverse communities across Sheffield, building on our equalities, diversity, inclusion and social justice plan agreed at Committee in 2023. ✓ Responsive and easy access to our services as identified within Citizen Leadership, Involvement and Personalisation.
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4.2 Area for Improvement - Independence and Quality of Life

Improvements Undertaken	Impact
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<ul style="list-style-type: none"> • Coproduction and Engagement activities including the Festival of Involvement recognising people as experts by experience, communicating the things that matter most to them, informing change according to their priorities. • Involvement work through the Autism Partnership Board and Learning Disability Partnership Board • Sheffield Voices project (Disability Sheffield) Projects commissioned to creatively engage people with care and support needs and inform improvements • Co-design and involvement activities in the creation of strategies, for example the Learning Disabilities Strategy, to ensure people’s priorities are captured at the earliest stage and determine our approach. • People Keeping Well project Integrated commissioning activity, supporting community based social prescribing and networking. Developing independence, community cohesion and resilience • Direct Payments improvement Programme involvement group. This aims to improve support for people to manage money with confidence. • Pilot projects for supporting direct payments, including budget pooling and individual service funds commissioning. • Changing Futures Project Improving the way that systems and services work to support individuals facing multiple disadvantages. • Digital Strategy: Technology Enabled Care – supporting independence through technology. • Investment in early help, enablement and community based prevention activity 	<p>Improvements reflected in recent I-statements survey (increase in percentage of those who agree with each statement 2022/23 vs 2021/22 data):</p> <ul style="list-style-type: none"> Improvement of 8.9 % “I am seen as someone who has something to give, with abilities, not disabilities. I get support to help myself. Improvement of 2.3% “I feel that I have a purpose”. Improvement of 17% “I can manage money easily and use it flexibly. Improvement of 13.2% “I can have fun, be active and be healthy. <p>There has been significant positive feedback on the value of engagement activities to people with experience of care and support (see appendix – Big Voice Report)</p>
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Priorities for 2024 - 2025

<p>In 2024 to 2025 to continue to improve our local offer we will implement aligned to our priorities: -</p> <ul style="list-style-type: none"> ✓ Delivery on our unpaid carers delivery plan which includes continuing to build our supports in local communities and improve identification of unpaid carers. ✓ Improving access to information on Appointeeships. ✓ Delivery on our direct payments and personalisation plan ✓ Deliver new Adults Early Intervention, Prevention and Community Resilience Model ✓ Deliver Technology Enabled Care integrated approach, becoming a leader in innovation and technology around the person. ✓ Codesign of Sheffield Dementia Strategy to enable people to live independently, safely and well. ✓ Transformational care and wellbeing services focussing on individual outcomes, joined up services around local areas. ✓ A new model promoting access to paid employment, volunteering, and day activities. ✓ Ensuring that priorities within the Autism Strategy, Learning Disability Strategy and Physical Health Strategy are embedded and reflected in the population and communities of Sheffield (Action 54) ✓ Adults Future Options connected integrated model to assure joined up services within communities providing a timely response.
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4.3 Area for Improvement – Raising Concerns about Practice (People have told us they have experienced poor care practice at times from providers but were worried that speaking up may impact on the quality or amount of support they receive. This has included fear of reprisals)

Improvements Undertaken	Impact
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<ul style="list-style-type: none"> • Where individual issues were highlighted through feedback events, these were swiftly escalated internally for action. • Targeted work to carry out care act reviews and reduce our waiting lists. This has given an opportunity for people to highlight concerns. • Ongoing interventions by the quality monitoring team in communication with CQC where risks with providers are identified. • Targeted action with providers to improve the level of information recorded and communicated re: care delivered. • Developing care quality monitoring and assurance as part of our new provider framework • A pilot project, which extends opportunities to gather customer and family feedback confidentially prior to care plan reviews. • Discussion as a priority within DLT, performance clinic and governance board. 	<p>Improvements reflected in recent I-statements survey (increase in percentage of those who agree with each statement 2022/23 vs 2021/22 data):</p> <p>Improvement of 10.5% “I deal with people I know and trust that are well trained and love their job, respect my expertise, and can make decisions with me.” 72.4% of people agree with the statement “I feel safe and well.” (New measure)</p> <p>We have completed 74% reviews as at November 23 (for 5000 people due a review). This is a significant improvement from April 2022 where 42% of reviews were completed.</p>
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Priorities for 2024 - 2025

<p>In 2024 to 2025 to continue to improve our local offer we will implement aligned to our priorities:</p> <ul style="list-style-type: none"> ✓ Investment in our Safe Space offer to enable individuals, families, or staff to report abuse or harm, removing barriers to reporting safeguarding concerns. ✓ Building learning and development to include trauma informed practice and learning from reviews. ✓ Use of early indicators of concern as a framework to help identify and intervene early where there may be issues with safe, good quality care provision. ✓ A proactive and preventative approach with care providers, which makes providers feel safe to act when there are concerns about care delivery. ✓ Ensuring that all staff across the care sector have an appropriate and anonymous route to raise concerns. ✓ We also plan to train experts by experience to become quality checkers.
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4.4 - Area for Improvement – Listening to Seldom Heard Communities

Improvements Undertaken	Impact
<p><u>Actions we have taken so far to address this:</u></p> <ul style="list-style-type: none"> • Reviewed SACHMA and Healthwatch reports to inform recommissioning of homecare • Ongoing engagement activities with ‘seldom heard voices’ in various communities through the Sheffield Voices Project, commissioned through Disability Sheffield. ‘We Speak You Listen’ events have taken place with the following community groups: <ul style="list-style-type: none"> ○ Darnall Wellbeing and Tinsley ○ Israac Centre ○ Ship Shape ○ Firvale Community Hub ○ Somali Disabled Womens group ○ Adira ○ Sachma ○ United Gym project ○ Our Mel • Re-structuring of the Learning Disabilities and Autism Partnership Board to incorporate a broader demographic profile. SCC and Sheffield Voices collaborated to co-design the new structure for the LD partnership board and the role description for reps. New members completed the application process, and once in place they elected a co-chair from the LD community. • Development of baseline equalities data to review how the demographic groups within Sheffield are reflected and represented through referrals and care provision. <ul style="list-style-type: none"> ○ This is being used to identify demographic groups for further engagement. 	<p>The co-designed re-structuring of the Learning Disability Partnership board has been successfully achieved: The Board now has 18 people with a learning disability representing individuals voices.</p> <p>Commissioned engagement activity is informed by feedback, which includes the Learning Disability Strategy and our Frameworks.</p> <p>The initial data analysis is developing our understanding of specific demographic cohorts to engage with and further work is being done to develop our understanding of the data and ascertain suitable pathways for engagement.</p>

<ul style="list-style-type: none"> ○ Similar demographic data is being used to help develop a diverse workforce, representing the various communities within the city. 	
Priorities for 2024 - 2025	
<p>In 2024 to 2025 to continue to improve our local offer we will implement aligned to our priorities:</p> <ul style="list-style-type: none"> ● Further engagement activity with people who receive care and their carers from minority ethnic groups to identify and remove barriers to accessing support and achieving positive outcomes. ● Further actions as outlined within our equality, diversity, inclusion, and social justice action plan, which was developed and approved at Committee in December 2023 e.g.: <ul style="list-style-type: none"> ○ Further developing and monitoring data for those who receive care against Sheffield demographic to inform planning and engagement. ○ Develop EDI training within our workforce. ○ Review and recommissioning of advocacy services to ensure they meet the needs of individuals from our diverse communities. 	

4.5 Areas for Improvement – Transport and Access Arrangements

Improvements Undertaken	Impact
<ul style="list-style-type: none"> ● Sheffield Voices have a Transport Ambassador and are working with Safe Places Sheffield to tackle issues in getting around safely faced by people with a learning disability and autism. The next Big Voice conference in Spring 2024 will be dedicated to discussing transport and co-design next steps. 	<p>Feedback on the success of the Sheffield Voices project clearly tells us people feel listened to and their contributions are resulting in actions (see appendix).</p> <p>I-Statement results for “When I need support, it looks at my whole situation, not just the one that might be an issue at the time” saw an improvement of 9.4% (% of those who agreed with statement 22/23 vs 21/22 data). This shows us that people see their wider needs are considered and addressed.</p>
Priorities for 2024 - 2025	
<p>In 2024 to 2025 to continue to improve our local offer we will implement aligned to our priorities:</p> <ul style="list-style-type: none"> ✓ Review out of area placements to enable people to live closer to home. ✓ Review options to work with transport colleagues to look at accessibility as a dedicated project and programme. 	

5 CONCLUSIONS

The learning drawn from ongoing customer engagement across the directorate informs our strategic planning and the impacts can be seen, particularly within our I-statement survey results. The impact of our activity is tracked through the performance dashboard reported to Committee and this informs improvement actions through our cycle of assurance. Priority areas within the directorate plan capture effectively the concerns shared by customers and carers and set out a clear way forward.

We are working to further integrate and centralise our systems for collating and sharing feedback, learning and best practice. In this way we can ensure that people’s experience is our primary performance indicator and remains at the heart of everything we do.

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