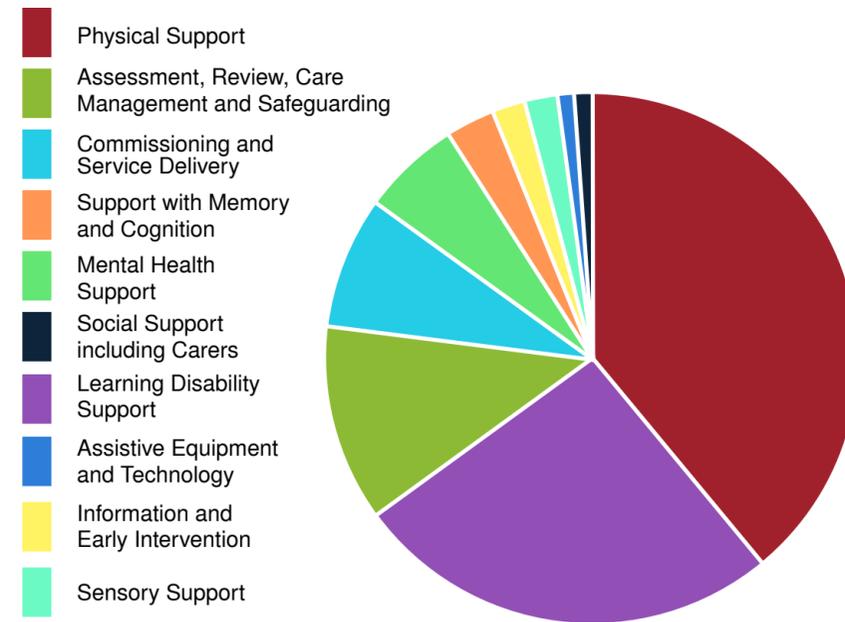


2016/17 Finances at a Glance



The Year Ahead: 2017/18

We are proud of the progress we have made in the past year, but our challenges are far from over.

In 2017/18 we face a **pressure** of nearly £5m on our adult's care and support budget, rising to nearly £6m the following year. Our **population** is likely to increase by between 2-3% in the next year, and demand for services will grow even faster. At the same time our most important partner — the NHS — is experiencing a funding crisis worse than ever before. Recent announcements of additional funding will help us to manage our services in the short term, but savings still need to be made if we going to be able to offer sustainable services moving forward.

Our response to these difficult times will be, as always, to **innovate** and improve our services, delivering long-term savings and, most importantly, better outcomes for residents. Our new **All-Age Disability Service** went live in May, and we are looking forward to seeing the improvements it will bring. We are also preparing to implement a new IT system at all levels of adult's and children's care and support. This system — **Liquid Logic** — will enable more sophisticated use of data, and more efficient processes for practitioners, thereby improving services and delivering savings on a long-term basis.

Despite our progress, we know that too many services are not receiving the CQC assessments residents deserve. We will be more proactive in driving the safety, quality and satisfaction with local services.

We are working to improve the care services available to residents by strengthening the stability, quality and variety of services offered by providers in Barking and Dagenham. To make the most of this we will be further expanding the use of personal budgets, enabling residents the independence to tailor their services to meet their needs. However, we also understand that independence can sometimes mean social isolation. We will further investigate how to combat social isolation within our community, and ensure every resident is part of a healthy, resilient community.

We know that, given the challenges we face, our top priority must and will be to maintain **safe and secure** services for our residents. It is crucial that we continue to get the basics right, and keep our residents safe, as we build more sustainable services for the future.



Service	18-64	65+	Total
Physical Support	£ 4,761,000	£ 11,986,000	£ 16,747,000
Sensory Support	£ 206,000	£ 397,000	£ 603,000
Support with Memory and Cognition	£ -	£ 1,409,000	£ 1,409,000
Learning Disability Support	£ 10,154,000	£ 1,110,000	£ 11,264,000
Mental Health Support	£ 1,969,000	£ 640,000	£ 2,609,000
Social Support including Carers	-	-	£ 345,000
Assistive Equipment and Technology	-	-	£ 586,000
Assessment, Review, Care Management and Safeguarding	-	-	£ 5,237,000
Information and Early Intervention	-	-	£ 921,000
Commissioning and Service Delivery	-	-	£ 3,318,000
Total	-	-	£ 43,039,000

Total Expenditure (- capital) = £43m

For more detailed information about our budget(s) visit:

<https://www.lbdd.gov.uk/council/performance-and-spending/council-finance-and-budgets/>



In Barking and Dagenham we are proud of the adult social care services we deliver for our residents. Through tough times our staff continue to deliver safe and secure services to those in need. From those managing learning disabilities or mental health issues, with physical or sensory challenges, or older residents trying to live independent lives, we understand the importance of getting the basics right.

We also understand that one size does not fit all. So we continue to lead the way in giving people the money to buy the care they need themselves, allowing them to personalise their care and have more control over how services meet their own needs.

But there are local challenges in the range of care available, and we are working hard to improve the stability, quality and variety of services on offer. Through working with providers, residents and other partners we will create a market strong and flexible enough to deliver for even more residents using personal budgets to manage their own care in the future.

This year we have seen a substantial decrease in the number of people staying in hospital longer than they need to, meaning more people can lead healthier, independent lives. However this has presented a challenge regarding the money we spend supporting residents leaving hospital, and we know we have to adapt to continue this progress.



Change in Difficult Times

These are difficult times for social care across the country, and Barking and Dagenham is no different. Our population is growing fast — projected to reach 275,000 by 2037 — and our needs are changing and increasing with it, further growing demand. In practice this means even more pressure on already strained budgets.

In Barking and Dagenham we know that to meet these challenges we have to design and deliver improved services for less money; to do more with less. That's why over the past year we have made some smart changes to the structure of our services. We have created a brand new

All-Age Disability Service, bringing together physical, sensory and learning disability services for both children and adults into a single team, taking a 'whole life' approach to planning people's care needs and helping them to meet their aspirations for life.

The Council's new **Community Solutions** services goes live in October 2017, which will create a single 'front-door' for every resident who thinks they need help, whether that concerns social care, housing, welfare, employment or other issues. This will identify and resolve the root cause of



an individual's or family's problems, helping residents to maintain their independence and resilience.

We have done all of this while maintaining a **safe and secure** service for our residents, and delivering on substantial **savings** needed to meet the pressures we face.

Our recently launched Borough Manifesto shows that partners across Barking and Dagenham share the ambition to make this borough 'a place which supports residents to achieve independent, healthy, safe and fulfilling lives'.

Personalising Care for Residents with Learning Disabilities

Vital to our work to improve services and manage demand are our efforts to **personalise** the care we offer to residents. We know that those who receive truly personalised care have the

potential to be more healthy, independent and to lead more fulfilling lives.

Over the past year we acted on this knowledge by personalising the care available to residents with learning disabilities currently receiving supported living services.

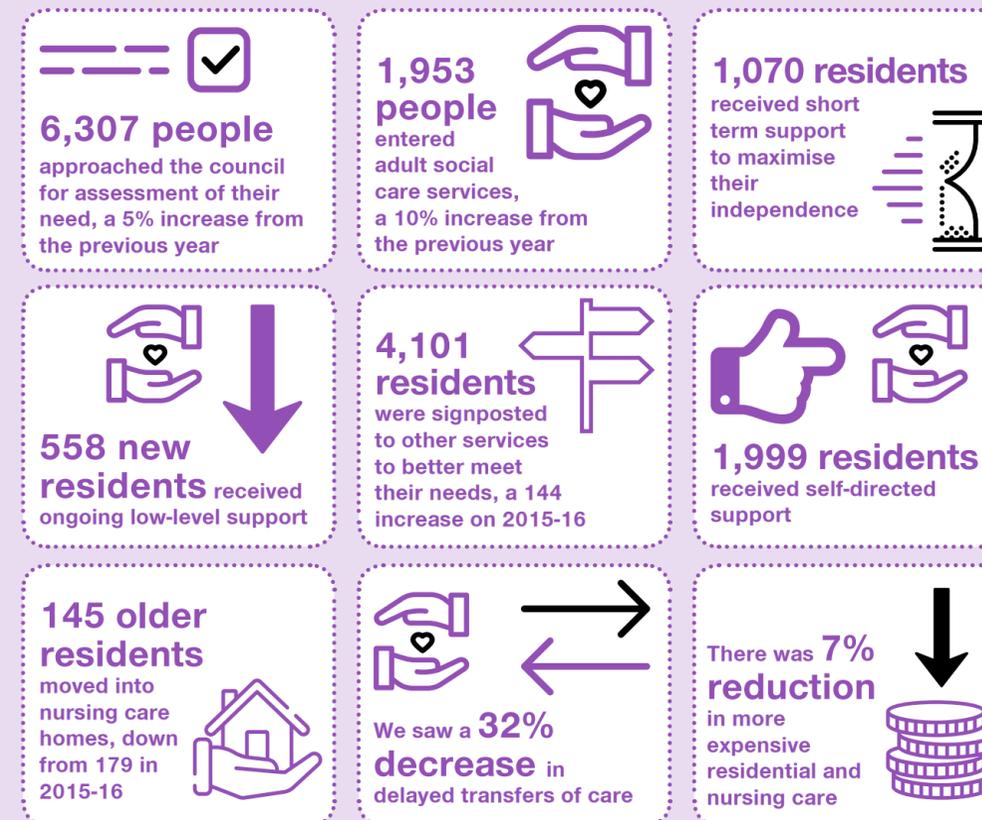
We recognised that the needs of many individuals in the supported living services are best served by a 'core and add on' model, whereby we commission providers for the core services, but make available the remaining funds to be used by each resident



Enabling Longer, Healthier Lives

To do this, we have to keep delivering high-quality, **sustainable** services to residents in need, we must manage the demand we face, and strengthen our **preventative** and empowering services.

Over the past year we have made substantial progress in this regard. In 2016/17:



This year we also gained valuable insights into the opinions of our service users:



With our population growing as fast as it is, and our demand is increasing even faster, this performance is an achievement in the most difficult of circumstances.