

Performance and finance – Key highlights in 2014/15

Performance

During the year, **8,228** people received an adult social care service.

Of these, **3286 people** were in receipt of a “blue badge”, Freedom Pass or some information and advice.

994 received our crisis intervention service, a focused package of social care support for up to six weeks which helps people back to independence after a spell in hospital.

A further **1007** of our service users are receiving equipment and adaptations in their home.

This leaves **2941** people who received some form of a long-term service from Barking and Dagenham.

The largest group of these are older people, making up **67%** of the total number of clients. This is followed by **14%** of service users with a physical disability or sensory impairment, **12%** of service users with a learning disability, and **7%** with mental health problems.

2192 people receive care and support in their home. **11%** are residents of one of our contracted supported accommodation or extra care schemes. The remaining people receive a personal budget, with 64% taking this in the form of a direct payment so that they can purchase the care that they want. This level of performance puts us ahead of many other areas.

Our recent surveys of clients revealed that 90% of our older people are happy with the care they receive, yet 33% do not have the social contact they would like, or feel socially isolated.

75% of carers said that they were happy with the services that they received, but 58% said that they had little social contact and only 25% said that they were able to spend time doing the things that they enjoyed. We need to do more work in these areas.

Safeguarding

The borough has a history of being very proactive in encouraging people to report concerns about neglect or abuse.

We had **1367** safeguarding alerts reported to us during 2014/15. We acted on many of these straight away and agreed improvements with providers or reviewed the care of the individuals concerned to ensure that it was meeting their needs. **64 went on to be investigated in more detail and 40 of these were found to be justified**, leading to changes in how we monitor services and some focussed work with two of our residential care homes.

Finance

In 2014/15, Barking and Dagenham spent approximately £38.1 million on Adult Social Care. This covers care and support services, staff costs and money given to people to buy their own support.

- £18.5 million was spent on older people
- £11.5 million was spent on people with learning disabilities
- £4.3 million was spent on people with physical disabilities or sensory impairments.
- £3 million was spent on mental health services delivered by North East London Foundation Trust.
- £800,000 on a range of other commissioned services, including prevention, support to carers and supported living.