



The Adult Social Care Local Account 2011/12

Helping you to live the life you want



DRAFT

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Foreword



As a Council, we believe disabled people and older people should be able to live the lives they want. Despite cuts in central government funding we have continued to protect the services that support people to do this.

This report sets out what we have done well from April 2011 to March 2012 and the things we think we still need to improve. It also tells you how we have spent out money.

Please take the time to read it and let us know if you think we have got our priorities right or what changes you would like to see in the future.

Whilst we will have less money to spend next year, we want to spend every penny wisely and would welcome your comments and suggestions.

Cllr Linda Reason

**Cllr Linda Reason
Cabinet Member for
Adults' & Children's Services**



This is our way of accounting to you for the quality of the social care services we provide for adults in Barking & Dagenham.

Adult Social Care in 2012

Local authorities have been hit hard by Government spending cuts and are seeing their budget cut by an average of 7.25% per annum over a four year period.

In 2011, the Government set out new plans to fund care and support in the future. The health system is being shaken up with a greater emphasis on coordination between the NHS and local authorities.

The national vision for adult social care in the future is to give people more choice and control over the care they receive. There is an emphasis on preventative services which help people remain independent in their own homes.

Local government is facing some of the biggest challenges within the public sector. In 2010, the government published a Spending Review which set out average grant reductions for local government of 7.25% per annum over a four year period.

In July 2011, the Government published *Fairer Care Funding*, a report by the Dilnot Commission which made recommendations on how a more affordable and sustainable funding system for care and support can be achieved. Some of the recommendations include: a cap an individual makes towards the cost of care at £35,000; an increase in the means test threshold and immediate free state support to those who enter adulthood with a care and support need. The Government is still considering the proposals; the delayed response is due to arguments over funds as it is estimated that the changes would cost the government £1.7 billion.

Whilst the Government has yet to publish its response to last year's report from the Dilnot Commission, the Government's Spending Review made an extra £2 billion per annum funding available to support social care which should be invested in the NHS and local government. Still, the delay in publishing the findings of the Dilnot Commission has left local authorities with some uncertainty as to the future legal and financial framework.

The Government has set out an overarching vision of reforming public services and in September 2011, detailed its plan for social care services in *Caring for our Future: Shared Ambitions for Care and Support*. The paper focuses on six areas where there is the most potential to make improvements in the care and support system. The Government looked at: improving quality and developing the workforce; giving people more choice and control; shaping local care services in order to ensure a range of innovative and responsive services; prevention and early intervention; integrating the NHS and local services; and funding.

Following the consultation process, the Government promised to publish the Social Care Reform White Paper in April 2012. Having been beset by delay upon delay, the Government has indicated that it will finally publish the Social Care White Paper in Summer 2012.

Social care is currently chronically under-funded and in urgent need of reform. The Government has been beset by delays and are likely to water down current proposals. This year's Budget represents a missed opportunity to address social care funding and build a framework for the future. Despite this, we hope that we have addressed local people's needs and spent the money we have efficiently and wisely.

Our Local Context

When assessing the quality of our services, we must recognise the sort of borough we are and the particular challenges and opportunities that we face.

The number of people living in Barking and Dagenham has increased by 11% in the last 10 years.

The number of people aged over 90 is predicted to increase by 300 people in 2014. The number of people with a disability is also set to increase. As the number of older people and people with disabilities swell, the demand for the social care services is likely to increase.

Deprivation is a major factor in the borough. We have the lowest household incomes in London.

We have a fast growing borough and our community mapping estimated the population at 179,741, with 43,195 young people aged under 16, and 11,132 older people aged 75 or over. The number of people living in Barking and Dagenham has increased by 11% in the last 10 years.

The age distribution of Barking and Dagenham residents is changing. The proportion of young people is high compared with England as a whole, and the proportion of over 50s lower. The population aged 75 or over is stable, but within this the number of people aged over 90 is predicted to increase from 1,100 in 2010 to 1,400 in 2014. This age group has a higher need requirement and as such, it is likely that this will put greater pressure on social care services in the future. The proportion of women aged 15 to 44 years is estimated to increase by 9.3% between 2008 and 2020, compared to a decrease of 2.4% in England.

An estimated 3000 adults in Barking and Dagenham are currently living with a learning disability. This number is predicted to increase by about 400 by 2030. Around 9,600 adults in the borough are living with a moderate or serious physical disability. By 2015, it is estimated that there will be an additional 330 people aged 18-64 years with a moderate or serious physical disability in the borough. Many of these people will need personal care packages, enhanced advocacy services and support to ensure that they are able to understand and access the services they need. As more disabled people are identified, the demand for the social care services is likely to increase.

There has also been a rapid shift in the proportions of various ethnic groups. In May 2011, the White population stood at 65.6%, the Black African population at 17.6% and the Asian population at 15.3%. This means that Barking and Dagenham is becoming much more like the rest of east London.

Deprivation is a major factor in the borough, and we have the lowest household incomes in London. According to the Index of Multiple Deprivation, the borough is the 22nd most deprived out of the 354 local authorities in England; 14 of our 17 wards are in the bottom 20%, none in the top 50%. Life expectancy in Westminster, for instance, is 83.4 years for men and 86.5 years for women, whereas in Barking and Dagenham it is 76.5 years for men and 81 years for women. Unusually for London, the social and economic characteristics are uniform across the borough rather than having pockets of deprivation and wealth.

The percentage of residents with no qualifications is higher than the London average, and the percentage with degree level qualifications or equivalent, is the lowest in London. Levels of adult basic skills are very low, but are improving. Average house prices are by far the lowest in London, unemployment levels are third highest in London, and the recession has added pressure to the job market which has suffered from the loss of traditional manufacturing and manual trade.

Personalisation

We support around 5000 people in the community during the course of a year and encourage people to take control over their care and support. Around 600 people have chosen a cash direct payment whilst some people prefer to have the budget administered on their behalf.

Our Support Planners provide service users with all the information and advice that they need in order to feel in control and well informed.

The Council has set out a strategy in order to broaden the number of services to choose from and ensure that services are good value for money.

We support around 5000 people in the community during the course of a year. We want people to have choice and control over their care and support and so have continued our drive for personal budgets. Personal budgets are a mechanism by which people are allocated a set sum for their care and support and given freedom to spend it in the way that best suits their needs. Around 600 people choose to take their budget as a cash direct payment; it is also possible to have the budget administered on their behalf.

Personal budgets and direct payments are a central part of the personalisation agenda, the drive to give service users choice and control over the care services they receive. People can use their personal budgets to tailor care packages to personal requirements and tastes. We want to give as many people the opportunity to take control of their own care package and choose the services they want. For this reason, most people eligible for Council-funded on-going support receive a personal budget. Our priority is that people achieve their desired outcomes. For this reason, we keep restrictions on the use of personal budgets to a minimum.

Our Support Planners provide service users with good quality information and advice so that people feel in control and well informed. Support planners explain the options available and help people manage their personal budgets. They can also support people to recruit local personal assistants.

In Barking and Dagenham we want to empower local people to make informed decisions. The Council works hard to create the conditions in which individuals can purchase services and support which meets their needs. One of the biggest challenges we face is making sure that individuals can choose from a wide range of efficient services that are easily accessible and offer value for money.

The Council's overarching commissioning strategy, *Personalisation and Social Care Market Development* (2010), has been developed to make sure that the principles of personalisation, and the resultant transformation of adult social care is fully embedded in all that we do in commissioning within the borough. In 2011, the Council commissioned the Westminster Coalition for Independent Living to provide accredited training to eight local users of social care. From April 2012, they will be able to support local people by developing their support plans and ensuring they are aware of the choices available to them.

Although we have introduced personal budgets and provide the information and advice necessary for people to choose the different services, there is a tendency to purchase traditional care and support rather than trying new services. We are looking to improve in this area by supporting people to make innovative and personalised choices whilst expanding the range of options available to them.

Structure of the Local Account

Expectations of our services' users change over the course of their life and for that reason, the Local Account is mainly structured in life stages: early adulthood, middle adulthood and later adulthood.

Still, some themes run throughout the life span of an individual's life. Themes such as safeguarding, supporting carers and working with health services are addressed at the beginning of the Local Account.

The final section of the Local Account provides information on performance and finance data as well as information on consultations.

We want to personalise support and care, helping people of all ages to maintain their independence and control over their own lives. Whilst care needs often differ according to an individual's stage in life, there are common themes which affect people through the ages of their life. We provide information and support to carers of all ages and similarly, our Safeguarding Adults Team protects adults from the age of 18 onwards against abuse or neglect. Our health services are also used by people of all ages across the borough. Since these are themes that run throughout the life span of an individual, they are addressed at the beginning of the Local Account.



We do, however, recognise that the expectations of our service users change and over the course of their life, an individual has different experiences and aspirations. For that reason, the Local Account is structured in life stages: early adulthood, middle adulthood and later adulthood.

Adult Social Care provides support to local people aged 18 onwards. In 2011, it was estimated that around 68,500 residents are aged under 25. There are a variety of reasons why a young adult may need our support. Some of our service users have been involved in an accident and need support short or long term. Others may have long-term substantial care and support need due to a disability or impairment and have previously received support from Children's Services. It is our responsibility to ensure that adults make a seamless, well informed transition to adulthood.

Around 57,000 residents are aged between 25 and 45 and it is estimated that 40,000 people are aged between 45 and 70. As our service users go through the life changes and enter middle adulthood, we support people to gain employment, live a healthy lifestyle and remain active in the community. We organise events which enable our service users to socialise, try new activities and discuss the issues that matter to them.

The majority of our service users are in later adulthood. There are around 15,500 people aged 70+. The Council supports people to remain independent in the comfort of their own home by offering care and support after a hospital session and ensuring their home is well adapted to suit their individual needs.

Carers

At a time when resources are scarce it is vital to support out carers in the borough.

The Council's Carers Strategy recognises the vital role carers play in helping people remain independent and active in the community. The Strategy supports carers to lead as normal a life as possible and provides improved information and advice.

At Carers Week, we raised awareness about ways of alerting emergency services to important information about health and medication through Message in a Bottle and ICE (In Case of Emergency).

In 2011, Carers UK estimated that around 16,700 people in Barking and Dagenham are carers. Around 2,600 of these people are receiving services from the Council. Of these carers where gender is known, around 75% are female; around 25% are male. Whilst the majority of carers are in middle adulthood, carers can be of any age. In April 2012 it was estimated that in Barking and Dagenham 4% of carers are under 18 years old, 52% are between the ages of 18 and 49 and 44% are aged over 50.

In June 2011, the Council launched the first local Carers Strategy. The Strategy recognises the value of carers and the importance of involving them from the outset in both designing local care provision and in planning individual care packages. It sets out how carers can fulfil their own potential in terms of educational and employment and supports carers to live a healthy and active lifestyle.

To further support carers in emergencies, a system has been developed to help carers and people cared for be identified through their mobile phone called ICE (In Case of Emergency). The idea behind ICE is that emergency services can access the next of kin details from a mobile phone under the name ICE. This gives carers peace of mind by providing a back-up service if care cannot be provided because of an emergency.

Carers Week 13 – 19th June 2011

The theme of Carers Week 2011 was 'The true face of carers'. The London Borough of Barking and Dagenham in partnership with the North East London Foundation Trust, Carers of Barking and Dagenham, DABD and other voluntary organisations held a series of events. Carers Celebration Day on 17th June is a key part of this year's Carers Week. 200 carers attended to join in the celebration of the valuable contribution they make to the community.

At Carers Celebration Day, we raised awareness about *Message in a Bottle*. This is where a small bottle is placed in a person's fridge with details of vital information about their health and medication. This means that in case of emergency, relatives or emergency staff will know the person's condition. We distributed hundreds of bottles at the event.



Keeping People Safe: Campaigning

The Council's Safeguarding Adults Partnership continues to work hard to raise public awareness of safeguarding issues and how to report them.

Following feedback from local residents, the Council launched the 'I Care' Christmas campaign. The campaign encouraged residents to look out for adults at risk in their neighbourhood.

The campaign was publicised on the internet and in the local paper and was successful in increasing safeguarding alerts by 55% on the previous year.

The Council's Safeguarding Adults Board continues to work towards increasing the number of reports it receives in acknowledgement of the fact that abuse of adults is believed to be under-reported. Local data indicates there are low levels of self referrals across age groups. In a borough the size of Barking and Dagenham we would expect to see around 1,500 reports a year. Younger people, those with learning disabilities, and substance misuse issues and mental health issues appear to be under-represented in the statistics. These people tend to be at a heightened risk because they face additional barriers in disclosing abuse and neglect. National research by Women's Aid indicated that women with a limiting illness or disabilities are more likely to experience intimate partner violence. Disabled women are twice as likely to be assaulted or raped as non-disabled women.

We encourage more people to report concerns in the borough and launched the iCare campaign in 2010/11 in an effort to significantly increase alerts. It is believed that as a direct result of this campaign reporting levels nearly doubled to 738 in 2010/2011. The iCare campaign was re-launched at the end of 2011 to coincide with Christmas.

Christmas can be a lonely and difficult time for many people, especially older or vulnerable people who may not have a lot of support around them, so the 'I Care' campaign was launched to encourage residents to look out for adults at risk in their neighbourhood. Following feedback from local residents, the campaign posters were more explicit than previous messages.

The poster was also launched on the Council's Facebook page and also placed within the local newspaper 'The News'. In 2011/2012 our safeguarding alerts increased to 1119; this is a 55% increase on the previous year and a 125% increase on the number of alerts raised in 2009/2010.



Rose, like 1 in 20 older people, will suffer some form of abuse this Christmas

Who cares? iCare.

Don't ignore the abuse of adults at risk – report it

Call us on **020 8724 8859** between 9am and 5pm, Monday to Friday.
Or outside of these times and on Bank Holidays call **020 8594 8356**.
Or visit www.lbd.gov.uk/icare. In an emergency always dial **999**.

Barking & Dagenham Partnership The Barking and Dagenham Partnership works together to improve the quality of life of local people
www.barkingdagenhampartnership.org.uk

Keeping People Safe: Training & Learning

We have continued to raise awareness around the importance of recognising abuse and neglect at an early stage. We also provide high quality to staff, service users and volunteers in order to increase the number of safeguarding alerts.

In 2011, the Council's Safeguarding Team worked with the Walthamstow Amateur CineVideo Club to help service users produce a film about abuse. This enabled service users to share their experiences, develop their skills and raise awareness. The success of the film was celebrated at an awards ceremony in March 2012.

We have also continued to raise awareness across the partnership and offer high quality training to staff, service users and volunteers. We have trained nearly 650 staff from across the Council and independent providers to recognise abuse and neglect at the earliest stage.

In March 2011 we began work on developing a film which could be used to train staff to explore service users experiences of abuse. The film included a series of fictional case studies which were developed by service users themselves in order to maintain authenticity. The 'Say No to Abuse' Screening also provided service users with the opportunity to come together share their ideas and learn new skills in film making, storytelling and play. The service users were supported through the journey by the Council's Safeguarding Adults Team and the Walthamstow Amateur CineVideo Club.

Once the film was completed we developed an accompanying training pack to go alongside the film. We celebrated our success with an awards ceremony for everyone involved, which was held at Eastbury Manor House on 13th March 2012 (pictured).

The Mayor of Barking and Dagenham, said: "It was an honour to present the awards at this DVD launch. For a long time these types of issues have been hidden, but thankfully things are changing and the profile of Safeguarding Adults is increasing."

"Everyone involved has done a fantastic job in producing this film and I hope that it becomes a useful tool in raising awareness about the abuse and neglect of vulnerable adults."



Keeping People Safe: White Ribbon Day

The white ribbon is the symbol of an annual action to eliminate violence against women. The action starts with White Ribbon Day and continues for 16 days of activism.

Domestic violence is the biggest violent crime in the borough. Still, there has been a decrease in incidents reported to police compared to last year.

White Ribbon Day marked the launch of the new Domestic Violence Advocacy Service. This service will enable specialists to support people who live, work or study in the area and report domestic violence

White Ribbon Day 25th November 2011

International Day for the Elimination of Violence against Women – White Ribbon Day – is the UK's campaign against violence against women. White Ribbon Day marks the first of 16 days of activism. The Council supported White Ribbon Day with a range of events including a stall in Barking market and an open day in the Recovery Services in Axe Street. There was also a 'phones for safety' event in which old phones were donated and turned into a personal 999-only emergency alarm and given to victims of domestic violence.

Domestic violence is the biggest violent crime in the borough. In Barking and Dagenham 4,647 incidents of domestic violence were reported to police between April 2011 and March 2012 compared to 4,725 the previous year. This shows a decrease of 78 incidents.



The event also marked the launch of the borough's new independent Domestic Violence Advocacy Service which was developed in February 2011. The service will be delivered by the specialist national domestic violence charity Refuge. Six independent Domestic Violence Advocates will provide specialist support to those who live, work or study in the area and report domestic violence.

Working with Health Services: Integrated Care

For the past year, Barking and Dagenham have been championing a new system of delivering social care.

Integrated care is a new model of community care, targeting people at high risk of hospital admissions. It provides coordinated care plans for people with complex needs and long term conditions. Individual care plans are prepared and delivered through the integrated working of primary, community and social care.

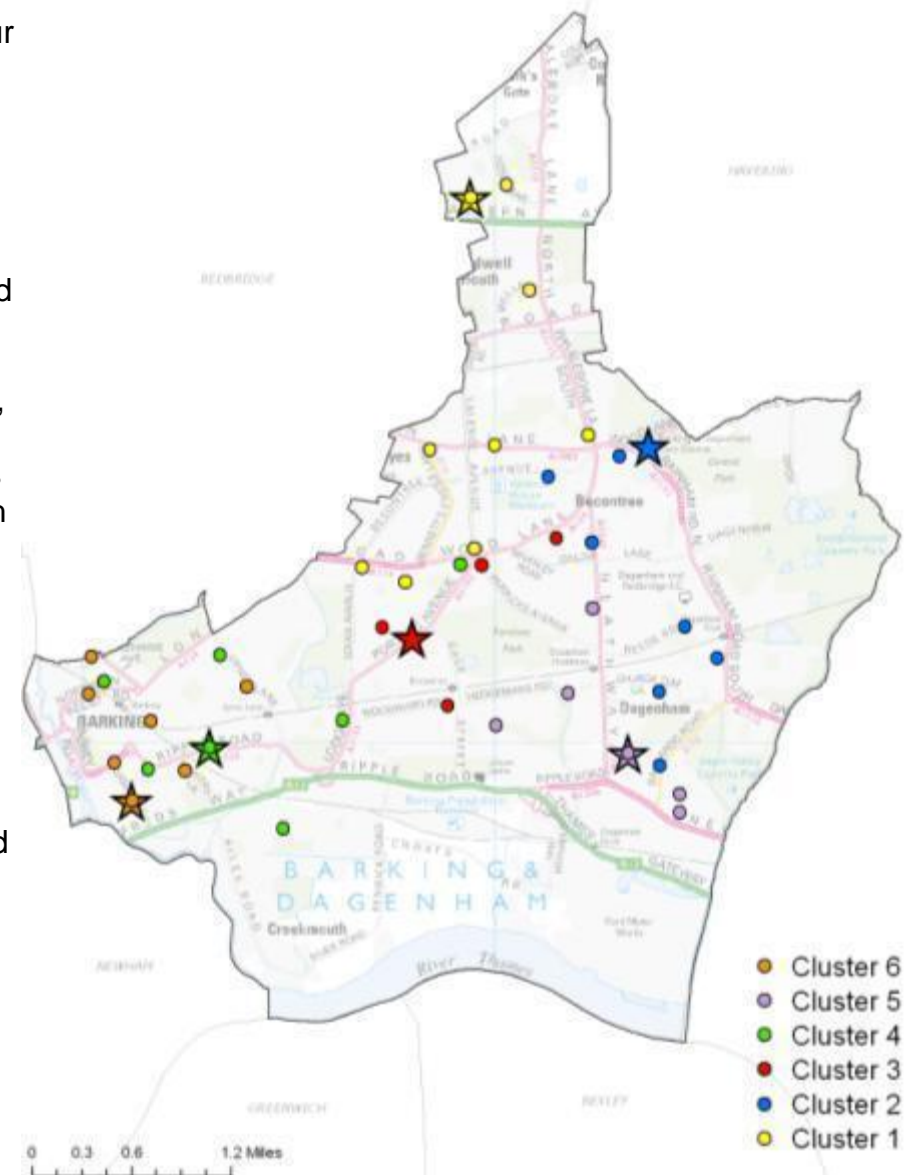
Integrated care aims to give patient's more control over their care package and make the journey through the system much simpler.

In our drive to improve the quality and efficiency of our social care services we have developed Integrated Care. Integrated care is when health and social care services work together to ensure individuals get the right treatment and care that they need. It makes a patient's journey through the system of care simpler.

Integrated care is a new way of working for health and social care professionals, and GPs. We have created 6 new teams ('clusters') made up of social workers, support planners, community matrons, district nurses, and occupational therapists. Each team serves a group of around 7 to 8 GP practices. All the boroughs GPs have signed up to this new way of working which has been in place since April 2011.

By working in this way we are able to identify people with long term medical conditions who are at risk of hospital admission and work collectively to avoid this happening. Working together also enables us to respond better when a crisis does occur. Community matrons have an understanding of long term conditions and the right treatment. Social workers and support planners use this information and by basing themselves at a GP practice, they can pick up referrals, assess people and plan care packages quickly.

The map to the right shows the clusters and the practices served.



Improving Health Services

Overall, the health of people in Barking and Dagenham is worse than the England average.

The Care Quality Commission has identified areas of poor performance in local hospitals. Maternity and emergency services are areas of particular concern.

Councillors have called for improvements and succeeded in retaining key health services throughout the borough. In particular new services have moved into Barking Community Hospital including an eye service and walk-in centre.

In Barking and Dagenham our residents are not as healthy as they should be. A 2011 report on health inequalities found that Barking and Dagenham was one of only two boroughs significantly worse than the England average. Health services remain a priority to local residents; a 2011 Residents Survey found that 43% of respondents said health services are the most important factor in making somewhere a good place to live.

The Care Quality Commission (CQC) is the independent regulator of all health and social care services in England. In July 2011 the CQC carried out a whole hospital review which listed 81 recommendations relating to the quality and safety standards, capacity, leadership and strategy. In particular, the main challenges for hospitals lie in the provision of maternity and emergency services.

Councillors have campaigned successfully to protect frontline health services. In May 2011, more than 2,500 people signed a Council-initiated petition calling for improvements at Queen's Hospital in Romford and Barking Community Hospital. The petition was handed to the Health Secretary in Westminster. Councillors have worked hard to retain a community hospital on the Sanofi Aventis site in Dagenham and succeeded in keeping Broad Street Health Centre open.

We are working hard to bring in even more services for local people, closer to where they live. The start of 2012 saw Barking Community Hospital, in Upney Lane, welcome a host of new services. Moorfields Community Eye Service opened its doors at the end of January. The following month, the new walk-in centre was up and running. The centre offers treatments for a range of conditions including minor cuts and burns, sprains and strains, blood tests and x-rays. The Friends of Barking Hospital also opened a new café.

"The place is buzzing now and patients and staff alike are delighted...It's great to see people now coming into this half of the hospital and taking advantage of the new facilities to receive high quality care in a truly 21st century community hospital," says Barking GP, Dr Gurkirit Kalkat.

- Petition: Councillors and officers protest against spending cuts and campaign to improve health services at Queens Hospital.



Improving Mental Health Services

In 2011, the Council changed the way we deliver mental health services by re-modelling the service.

We now provide day care activities alongside vocational support services in a move towards a more generic and accessible service.

The service meets local people's needs and supports people into volunteering and employment.

The Council marked World Mental Health Day with a range of activities. A highlight was 'The Human Library' where visitors could talk to someone with first hand experience of mental health issues.

Remodelling Day and Employment Services

In 2011, the Council changed the way we deliver mental health services in order to provide a more forward thinking responsive service.

The service merges the provision of day time activities for adults with mental health problems and vocational support services, which provide information and support people in accessing education and finding employment. By creating one new service, people will be able to benefit from contact with both provisions at the same time.

The service is a move away from traditional building based provision towards an outreach service, making use of existing community spaces such as Libraries, Community Centres and Job Shops. By promoting the use of community settings, people can also benefit from local mainstream services. The activities we offer support people with mental health problems who are not yet 'job ready' to gain the necessary skills to move on to education, employment & training.

The service aims to maximise opportunities for people with mental health needs to participate in the community and help people to take control over their own support. We will still maintain some building based services for those service users who require them.

World Mental Health Day, 10th October 2011

In October 2011, Barking and Dagenham marked World Mental Health Day with a range of attractions under the banner 'Five Steps to Wellbeing'. Events included tai chi, dancing, free health checks and relaxation sessions. One of the attractions was 'The Human Library' (pictured below), hosted at Dagenham Library, which enabled visitors to 'borrow' and talk to someone with first hand experience of mental health issues, including dementia.



Workforce

The Council employs around 450 people in the area of Adult Social Care. Following a re-structure in 2010, the age distribution of our workforce has become more even. We have also increased the proportion of men in the workforce.

Adult Social Care provides young people with work opportunities through the Council's Apprenticeship Scheme. In 2011, we supported 10 people to gain recognised social care qualifications.

Our staff are committed to supporting people to take control of their own care package. We want to broaden the market to ensure our service users are getting the right services for them.

Learning and Development

The Council employs around 450 people in the area of Adult Social Care. In 2010, the service was re-modelled and an assessment was undertaken before and after the re-structure to gauge the impact on the workforce. In 2010, the workforce over-represented people aged 45 and over, yet the re-structure helped to restore the balance. Across the country, females dominate the Adult Social Care workforce and locally, this is no different. The 2010 restructure did, however, go some way in re-addressing the balance. In 2011, there are 2% more males in the workforce than the previous year.

Adult Social Care has continued to provide young people with work experience in health and social care. Last year, we supported 10 young apprentices to gain recognised social care qualifications. In total, we have supported 40 young people in four years to shadow experience carers and gain qualifications in the industry; many have gone on to careers in nursing and other care sectors. In September 2011, Adult Social Care Apprentice manager Lesley Reed won the title of 'Best Manager' at the London Apprenticeships Awards.

Our recruitment and selection processes strive to ensure that no group is unfairly disadvantaged. Over time we aim to recruit a workforce that represents the working age population.

Personalisation

In Barking and Dagenham, we have a long and proud record of supporting people through Personalisation. This approach gives people the opportunity to purchase their own individual package of support whilst we provide good quality advice and information to help people make informed decision on how to spend their budget. Personalisation has been at the forefront of staff procedures. Staff are encouraged to work with service users to develop their care package and give them the advice and information they need in order to feel in control.

In order to support our service users in getting the best value care package, we have continued to look at innovative ways of supporting people. This means that more options are available to our service users and they can get support which is tailored to their individual needs. The Council recently retained its *Two Ticks* status. *Two Ticks* is part of the Department of Work and Pensions' Positive about Disability programme.

We have also developed high levels of Safeguarding awareness and expertise. We aim to keep vulnerable people safe by developing a workforce with the expertise and skills in targeted services such as domestic violence.



Early Adulthood: Young People in Transition

Adult Social Care services are working with Children's Services to improve the transitions process from adolescence to early adulthood.

The Transitions Strategy sets out how we can ensure our service users get reliable information about future options, good forward planning and support to lead fulfilling lives in the community.

Barking and Dagenham Foyer provides support to young people who are at risk of homelessness. The service provides accommodation and training. In April 2012, young people from the Foyer won a national business competition.

The number of disabled young people who have transferred from Children's Services into funded adult social care services over the past 3 years has averaged out at approximately 30 per year. The forecasts for the coming 3 years initially remain at around the same level.

In January 2012, the Council launched the Transitions Strategy, a framework to help young people and their families plan for the future. The Strategy is primarily focused on young people who have long-term substantial care and support needs due to a disability or impairment and are therefore likely to require and be eligible for continued funding when they become adults. However, the Strategy does also refer to the wider group of young people who have less severe levels of disability and how they can be better guided to prepare for adult life.

The Strategy sets out a vision where we can encourage and support young people and their families to take greater control of over the type of support they receive. We want to help young adult secure paid employment, contribute to society and ensure that local opportunities are easily accessible and available to all. We recognise that we need to expand the range of services we offer to young people in transition and are currently working with the Foundation for People with Learning Disabilities in order to help more people connect with the community.



Barking and Dagenham Foyer provides supported accommodation to young people aged 16-24 at risk of being homeless. The Foyer service is provided by East Potential in partnership with the Council and other local organisations. The Foyer provides temporary accommodation and offers training in basic skills and help with finding work and permanent housing.

In April 2012, a team of young people (pictured above) from the Foyer celebrated success after being crowned winners at the England Final of Lloyds TSB's Money for Life Challenge, a new national competition designed to inspire everyone to improve their money management skills. The Foyer supported the group to create healthy meals plans on a tight weekly budget.

East Potential has been named the 2012 charity of the year by the new John Lewis store at Stratford City. This means John Lewis and its staff will be raising money for East Potential throughout the year, helping us transform the lives of young local residents.

Middle Adulthood: Overcoming Barriers

In Barking and Dagenham, the proportion of adults with a learning disability in employment is lower than the England average. We are currently working with the local partners to maximise the work opportunities for people with learning disabilities

In July 2011, the Council launched DisabledGo. The online guide enables people to find out whether venues have facilities for people with disabilities. The service can also be accessed on the red button on TV.

Disability Employment Programme

The percentage of adults with a learning disability in employment has risen from 4% in 2010 to 4.8% in 2011. This is still below the national average of 6.3%. The Council is working with local partners to improve in this area.

We are working with a London based charity which helps people with learning difficulties gain employment and avoid social exclusion. We recognise that for many people with learning disabilities, the traditional routes into employment may not, even with reasonable adjustments, result in a job. We want to provide individual support and develop social enterprises around individual needs and skills. We are currently looking into a scheme which would see people employed in repairing bicycles. Our partner organisation is also working to set up a local social enterprise for people with learning disabilities.

We are also working with a national organisation, Community Catalysts to provide support to develop micro-enterprises in the borough. This project will help to increase the range of employment opportunities in the borough. We are hoping to see the results bear fruit in 2012/ 2013.

DisabledGo

In July 2011, the Council launched www.disabledgo.com providing a fantastic resource for anyone who wants to know more about access in Barking and Dagenham.

The guide enables people to find out not just whether venues have adapted toilets or parking close by but also specific details such as whether there are tactile or Braille markings in lifts or on doors, the dimensions of toilets, the positioning of fixtures and fittings and whether they can request information in large print or Braille. It covers almost 1000 venues including leisure centres, council offices, high street stores, restaurants.

All of the information provided on DisabledGo-Barking and Dagenham is available on the 'Looking Local' service on the red button on TV.

Since the launch in July 2011, the DisabledGo website has had 1,308 unique visitors. Cabinet Member for Health and Adult Services, Councillor Linda Reason said: "I am delighted that DisabledGo employed local disabled residents to help produce the guide...It provides answers to everyday questions that will help disabled people use local facilities with confidence and showcases how well local businesses support the needs of the whole community."

Middle Adulthood: International Day of Disabled People

International Day of Disabled People aims to promote an understanding of disability issues and mobilise support for the dignity, rights and well-being of people with disabilities.

Each year the day focuses on a different theme. This year, with the Olympics around the corner, the local event focused on sporting opportunities for disabled people.

Paralympic gold medallists Beverley Gull MBE and Dan Bently spoke at the event. There was also a variety of events which were accessible to all, including paralympic taster sessions and a tour of the sports centre.

International Day of Disabled People 2nd December 2011



International Day of Disabled People is an annual event which aims to promote an understanding of disability issues and the rights of people with physical disabilities. People with a disability joined paralympic gold medallists Beverley Gull MBE and Dan Bently (pictured) at Becontree Heath Leisure Centre to celebrate the day. The event, in December 2011, was organised by the Barking and Dagenham Centre for Independent, Integrated and Inclusive Living Consortium, the Council and partners.

With the Olympics in summer 2012, the main focus was on sporting opportunities for disabled people. Among them were wheelchair basketball, boccia (a form of bowls), table tennis, swimming and football. As well as paralympic taster sessions, there were opportunities for singing and watching entertainment. Sportsmen Beverley Gull MBE and Dan Bently talked about their sports and experiences as Paralympians and spoke with enthusiasm about the upcoming Olympics. There was also an opportunity to meet Paralympic mascot Mandeville.

Visitors also partook in a tour of the sports centre. The changing room facilities have recently been refurbished to make them more accessible to people with disabilities.

There was great feedback received from attendees including how the day “seemed to cater for everyone’s needs”, with “plenty of information” and “it was good to see so many opportunities that are available for disabled people”.



Middle Adulthood: Learning Disability Awareness Week

In June 2011, the Council, Mencap and local partners organised Learning Disability Awareness Week. The event highlighted the issues people with learning disabilities face on a daily basis and gave people the chance to participate in a range of activities.

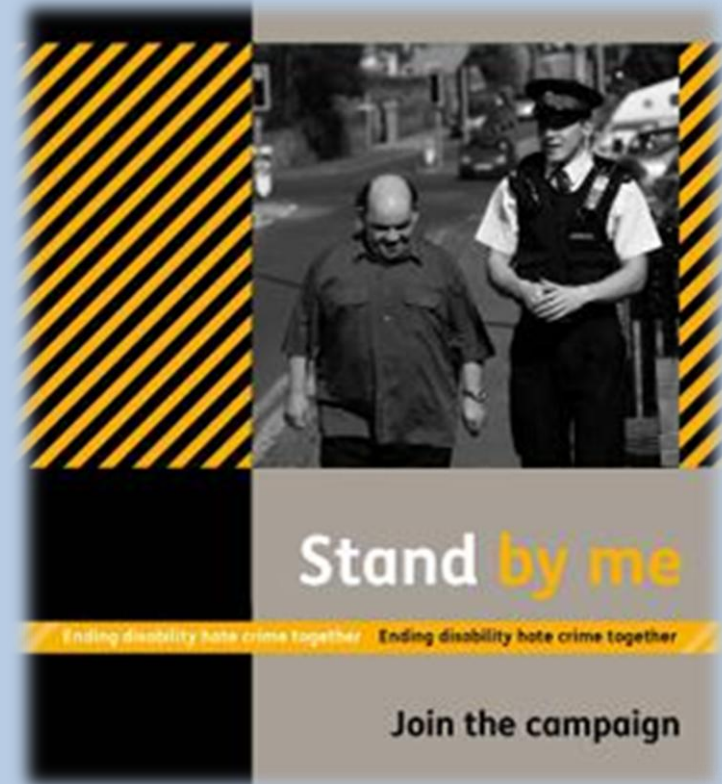
Mencap, the charity behind Learning Disability Week, used the event to launch a 3 year campaign Stand By Me, to end hate crime which is often directed at people with learning disabilities.

Learning Disability Awareness Week 20 – 27th June 2011

Organised by the Council, Mencap and the Advisory Partners Group, Learning Disability Awareness Week in June 2011 was attended by over 60 people across the borough. Local people with learning disabilities were asked what activities they would like to see at the event. Following this, activities included football, basketball, trampolining, athletics and new age kurling.

The event saw National Mencap launch a 3 year Stand by Me Campaign which challenges the police, the criminal justice system and the courts to end hate crime against people with a learning disability. Hate crime is a serious issue for people with a learning disability. It can leave people scared and afraid to leave the home in case they experience violence. This can leave people feeling isolated and alone.

The campaign involves partner organisations signing up to promises and pledging to recognise that disability hate crime is as harmful as other types of hate crime. Organisations also promise to get better evidence and increase convictions by allowing more time for interviews, particularly where the victim has difficulty communicating, listen to, respect and involve families, carers and support staff of disabled people and ensure that victims are kept up to date with the progress of the case once they have reported a crime. The Community Safety Partnership and police have agreed to adopt the Stand by Me pledges.



Later Adulthood: Care and Support

Adult Social Care provide services tailored to meet an individual's needs.

Nancy is the main carer for Fred, who has Parkinson's disease. Both Fred and Nancy experience difficulty in accessing facilities in their home and have had several health crises between them.

Integrated Care is a new approach to social care which enables frontline staff to collate information and act quicker and more efficiently to support people.

Both Fred and Nancy were helped by a Social Worker and Community Matron who helped them live safely at home with access to the right support for them.

Care & Support in Later Adulthood: A Case Study

Fred, aged 82, and Nancy, aged 79, have lived in Dagenham all their lives. Nancy is the main carer for Fred who has Parkinson's disease. She's been supporting her husband since his diagnosis 4 years ago. Nancy's health is also poor and she has emphysema.

Both Fred and Nancy experience difficulty walking. Fred needs support with personal care. Keeping the house clean and tidy has become very difficult due to their increasing frailty. Fred is prone to falls and has had at least two falls resulting in admission to Queens Hospital in the last 6 months. Nancy is seen more frequently by her GP and has had at least one health crisis resulting in the intervention of the Rapid Response Team. Fred and Nancy are becoming more and more withdrawn.

Fred and Nancy came up for discussion at an Integrated Care meeting because they had both been flagged up on Health Analytics, a database which draws together patient data scattered across the organisation. Following the meeting, the Social Worker and Community Matron agreed to carry out a joint assessment visit.

The Social Worker and Community Matron visited Fred and Nancy regularly. The community matron felt Nancy needed more help and advice to manage her own condition and prescribed her medication. The Social Worker arranged for equipment to be provided to help with getting around the house, including a stair lift. The Social Worker also agreed a personal budget and introduced Fred and Nancy to a support planner. The Support Planner helped them decide on how to spend their money so that they could get the care that meets their individual needs. The Support Planner helped the couple find a personal assistant from their neighbourhood who now help them get to Bingo each week.



Later Adulthood: Older People's Day

In September 2011, over 300 people celebrated Older People's Day at Becontree Heath Leisure Centre. This year's theme was around staying active.

There were opportunities to try different sporting activities, a free gym induction and health checks.

Visitors could also speak face-to-face with Councillors and share their ideas for older people in the community.

There was also a community jigsaw which encouraged people to share their skills and socialise in the weeks after the event.

Older People's Day: 30th September 2011



Over 300 people celebrated national Older People's Day at the new Becontree Heath Leisure Centre in September 2011. Organised by the Council through the Barking and Dagenham Partnership, the event was themed around 'getting and staying active in later life'. There were over 40 stalls split into six themed zones to raise awareness of the activities and opportunities available to them. We also had a 'Meet Your Councillors' event (pictured) where residents could air their concerns and hear about what we are doing for older people in the borough.

There was also the opportunity to have a free gym induction, health checks, aqua aerobics, try Tai Chi, Pilates and participate in chair based exercises. A number of the activities such as ballroom dancing and Pilates, have been introduced as a direct result of feedback from the event. Participation figures since October indicates that promotional activity at the event has successfully generated new Active Leisure members.

Attendees at Older People's Day were invited to take some jigsaw pieces and bring them back two weeks later to make a community jigsaw. This gave people the opportunity to socialise share their skills with others. One older gentleman, a former stunt man, was delighted at the opportunity to perform magic tricks to others.



Later Adulthood: Active Age Centres

Our Active Age Centres offer older people the chance to try out lots of different activities and meet new people.

There are six Active Age Centres across the borough attended by around 500 older people, who pay a small subscription to join.

Activities offered include tai chi, line dancing and bingo, together with coffee mornings and arts and crafts.

Active ageing can enhance the later years and improve quality of life, regardless of their physical ability or disability and their care needs. Active Age centres encourage people to socialise and remain active in the community.

Our six Active Age Centres across the borough offering around 500 older people the chance to meet new people and try different activities including tai chi, line dancing, art and bingo. We listened to what local people have told us they want and now offer a broad range of activities at our Active Age Centres across the borough. We have also started offering activities in the evenings and are currently looking into running different activities aimed at different age bands. Following consultation with members, we recognise the enthusiasm for more zumba classes. Starting in April 2012, we will run two more all ability zumba classes, one in Barking and one in Dagenham for anyone 50 years and over. One of these classes will take place in the day, and one in the early evening.

Case Study

Sara came to one of the Active Age Centres several years ago following the death of her husband. It was reported that she was very withdrawn and agitated at the prospect of meeting new people and would not come in alone unless the Centre Manager escorted her in. With time and gradual encouragement she is now a key member of the Centre and takes charge of several activities.

“When my husband died, I was devastated, it had always been me and my husband since our children left home to start their own families. I was now alone for the first time in my life. I really wasn’t coping well being alone at home with nothing to do.

I then came to the Westbury club (as it was then known). At first, I found it very difficult to integrate and make new friends. I was very anxious especially at the thought of coming through the door. With the help of the Manager – Babs, I gradually became more confident and I began to get involved with the Bingo and generally helping out at the club, particularly with frailer older people on outings. I am now a much happier person and I thoroughly enjoy what I do at the Galleon, keeping busy is very important to me without the Galleon I don’t know what I would do.”

Later Adulthood: Reablement

The Council want to help people stay independent whilst safe in their own homes. Wherever possible, we want to prevent hospital admission or long term admission to residential care.

The Council have begun trialling new monitoring equipment aimed at helping people with dementia to stay safe at home. Buddi Telecare and Just Checking give reassurance to family members and carers that an individual is safe whilst giving people the independence they want.

There is a local drive to improve people's wellbeing and wherever possible, to prevent hospital admissions and the use of institutional care. Reablement has been at the forefront of local initiatives, which emphasise the importance of an expansion of Telecare and other home and community based services.

Over the last three years we have continued to develop the reablement team. The service is now led by Occupational Therapists who create plans to help people stay independent whilst safe in their own homes. In 2011, our specialist team in reablement helped support 30 people with dementia to remain independent rather than resort to residential care. Last year our in-house reablement team supported 167 people back to independence following an illness or hospital admission. Overall, adult social care supported over 920 people through reablement; an increase of 50% from 2010.

In 2012, the reablement team began trialling *Buddi Telecare*, a piece of GPS monitoring equipment aimed at helping people with dementia to stay safe whilst walking around their homes. *Buddi Telecare* enables carers to monitor a person's environment 24 hours a day, 365 days a year. This allows people with dementia to remain at home and avoid admission to residential care or admission to hospital. The system also provides confidence and reassurance to relatives and carers

The Council has also been trialling *Just Checking*, monitoring equipment that tracks the movement of a person in their home and generates a chart of activity, on-line. Families use it to 'just check' that a family member is following their usual pattern of life, without intruding or undermining their independence. The system does not use video cameras, it uses wireless movement sensors. We have bought 5 *Just Checking* systems which are being used during the assessment period.

We are currently looking at trialling other assistive technology equipment and looking at examples where monitoring equipment has been used more extensively by other councils across the country.



Later Adulthood: Sensory Impairment Services

Whilst a sensory or hearing impairment can affect people of all ages, a sensory impairment often develops in later life.

The Council is dedicated to supporting people who have a sensory impairment. In May 2011, we launched the Vision Strategy which set out our plan to reduce avoidable sight loss and help people stay active in the community.

In particular, we have focused on improving services for people with a learning disability. The Bridge to Vision project has raised awareness amongst professionals who work with people with a learning disability about sensory impairment.

Although a sensory or hearing impairment can occur at any stage of life, over 60% of blind and partially sighted people in the UK were aged 75 or over. The Council is dedicated to helping people who have a sensory impairment. We employ qualified Rehabilitation Officers for Visually Impaired People and a specialist who works with people who have a visual or hearing impairment.

In May 2011, the local Vision Strategy Group launched the Barking and Dagenham *Vision Strategy: Excellent eye care for local people*. The Strategy, which is one of the first local authority level documents of its kind, has been used as an example by other London Councils. The Strategy focuses on eye public health, with the aim of reducing avoidable sight loss and supporting people to live the life they want regardless of their impairment.

In 2011, we concentrated on improving services for people with a learning disability as they experience particularly severe health inequality. According to a recent RNIB report published in June 2011, people with a learning disability are 10 times more likely to develop visual impairment but less likely to access eye care services.

Throughout the year we developed the Bridge to Vision Project in partnership with RNIB. We have provided intensive, specialist awareness to a range of professionals who work with people with a learning disability. So far, we have trained around 50 people. We have also delivered more in-depth training to a smaller group of Eye Care Champions.

In 2012, we plan to establish a project group aimed at planning and implementing service improvements. We hope to run large cross sector events twice a year in order to raise public awareness around preventative eye health. One of these events will take place during eye health week in June, a further event will take place in October to coincide with World Sight Day.



Later Adulthood: Adaptations for the Disabled

Adapting properties for disabled and older people is an important element in helping people remain independent in their own homes.

In 2011, the Council funded an average of 22 major adaptations per month for older and disabled people to enable them to access essential facilities within their homes.

In November 2011 Cabinet agreed to launch the Adaptations Grant Scheme which will give more disabled people the opportunity to adapt their home. People will now have the option of a cash payment so they can arrange the adaptation and decide who installs it.

The Council receives more complaints and member enquiries about major adaptations to people's homes than it does about any other aspect of Adult Social Care, with over 25% being directly or indirectly related to decisions about non-provision of major adaptations.

In 2011, the Council funded an average of 22 major adaptations per month for older and disabled people to enable them to access essential facilities within their homes; enabling them to maintain their independence. Waiting times have been reduced substantially to an average of only 11 weeks.

In November 2011 Cabinet agreed to launch the Adaptations Grant Scheme. This new service will be offered in addition to existing options; giving recipients direct payments that they can use to purchase adaptations such as showers. The aim is to offer people more choice and control, in line with the Council's policy of helping people to "live the life they want". People will have control over the money and can choose who they would like to undertake works. This will give people greater choice and control over the specifics of the adaptation and who installs it for them. Some people may wish to be aided by family or friends, which gives potential to add value. It is also possible to top up the cash payment using their own money so that they can have a more expensive or extensive solution. This scheme will be offered to people in all housing tenures.

The new grant scheme has been developed after consulting local people across the borough. We hosted 5 focus groups: 3 at local clubs for older people, one at a local mosque and one with visually impaired people.



Later Adulthood: Supported Housing

Supported housing is accommodation which supports people to help them remain active in the community.

The Supported Housing service recognises the value of social contact and community and works to develop an expanding programme of activities.

Margaret moved into supported housing 2 years ago. She was given support and gained self-confidence and made friends. The support she was given helped her stay in touch with her family, become more active in the community and retain physical mobility.

Case Study: Supported Housing

We deliver a range of housing and support services for people who have accommodation problems or those who require complex support services. We provide a range of supported housing schemes, floating support services and housing with extra care who benefit from dedicated care and support workers.

Margaret moved into supported housing 2 years ago. Prior to this she had become very insecure and was frightened in her home. This was leading her to feel very isolated and depressed. In addition she suffered poor mobility along with weakness and tremors in one arm. The tremors caused her to feel embarrassed and reluctant to go out in public.

On moving into Supported Housing, staff worked slowly with Margaret to build her self confidence. Margaret now attends every community social opportunity that is available. She has developed a circle of friends that support her emotionally and encourage her daily. This has resulted in Margaret engaging with the wider community again and she reports that her depression is gone.

Margaret has also now started to attend the on scheme computer lessons and as a result she has been supported to make regular contact with family and friends abroad.

Margaret has been supported to attend an exercise class for older people and consequently her mobility is improved and her self confidence is high.

“I have never felt so safe as I do now knowing that the staff are there for me, to help. The support I get from everybody has made me feel that life is worth living. I look at them all as my family now”.



Later Adulthood: Extra Care Housing

Extra care housing is part of the provision of support which is available to more frail older people to enable them to continue living independently for as long as possible.

There are eight schemes in the borough, four in-house schemes which support 125 people and four external schemes.

In 2010, the Council took part in the Up2Us project which helped us improve the service we offer by engaging with service users and personalising services.

Following feedback, a handyman now lives near one extra care house and we offer a greater range of activities to our residents.

Extra Care housing is predominantly used by people in later adulthood who have a care need. The schemes aim to provide residents with a home for the remainder their life, regardless of changes in their care needs. There are eight schemes in the borough, four in-house schemes which support 125 people and four external schemes.

The external Extra Care provision has some distinctive features which separates the schemes from sheltered housing and residential care. Each of the four schemes has 24 hour support. The schemes also have flexible service delivery with care staff able to respond to temporary and unpredictable fluctuations as well as emergencies. The Extra Care schemes support the residents to remain independent and active in the community, with a variety of social and leisure activities taking place on the site.



In 2010, the Council was invited to take part in a two-year project, Up2Us, which would explore how we could improve the provision of Extra Care by making the service more personalised and introducing personal budgets. We engaged with residents and encouraged their input so that we could tailor the service to their needs. In both December 2010 and August 2011 we consulted with residents and acted upon their suggestions. Tenants are now playing a greater role than ever defining what goes on where they live.

We acted upon residents suggestions and now have a handyman living near Harp House (extra care housing) is now employed to offer assistance with problems residents may have. We also offer a greater range of activities, many of them run by the residents.

Later Adulthood: Leisure

Remaining physically active is important in maintaining good health and staying connected with the community.

In 2011, everyone 60 and over was given access to the borough's leisure centres for free. This has increased the number of active members, with over 3,000 people aged 60+ taking advantage of this offer.

There is also a Leisure Pass available for people with disabilities. There has been nearly 1,500 visits by people with a disability to the borough's leisure centres.

The Council is also taking advantage of a new grant aimed at offering new activities to older people.

Life expectancy for both men and women living in Barking and Dagenham is amongst the lowest in London. On average, people in Barking and Dagenham live three years less than the London and England average. Remaining physically active is key to maintaining good health in older age.

The *Active for Life* programme is aimed at giving older people the opportunity to access the leisure activities they want at convenient times. In April 2011, everyone 60 and over was given the opportunity to access the borough's leisure centres for free. They are able to use the gym and take up a variety of fitness classes from Monday to Friday until 5 p.m., and at anytime on weekends. The popularity of this offer means that the numbers of active members over the age of 60 has increased to over 3,000 in 2011/2012. This is approximately 11% of the total residents in the borough in this age group.



There is also a Leisure Pass available for those people with disabilities which concessionary rates during off peak times at the four leisure centres across the borough. Since records began to be collated in May 2011, there have been nearly 1,500 visits by Leisure Pass Holders with a disability to the borough's leisure centres.

As well as the Leisure Passes available for older and disabled people, the Community Sport and Physical Activity Team have received funding through the Capital Community Foundation Fair Share Trust Grant to deliver a physical activity programmes aimed at older people in Parsloes and Alibon wards. Activities include Keep Fit, Tai Chi and chair based exercises. Since the start of the project in October 2011 there have been 200 visits to the programme.

Later Adulthood: Library Services

The Library Service provides an inclusive and accessible service for everyone. Activities are organised to enable older people to socialise, learn and connect with the community.

There are nearly 3,000 active borrowers over the age of 60. The Library Service runs activities and programmes, such as Memory Games, to document local heritage and ensure it is not lost.

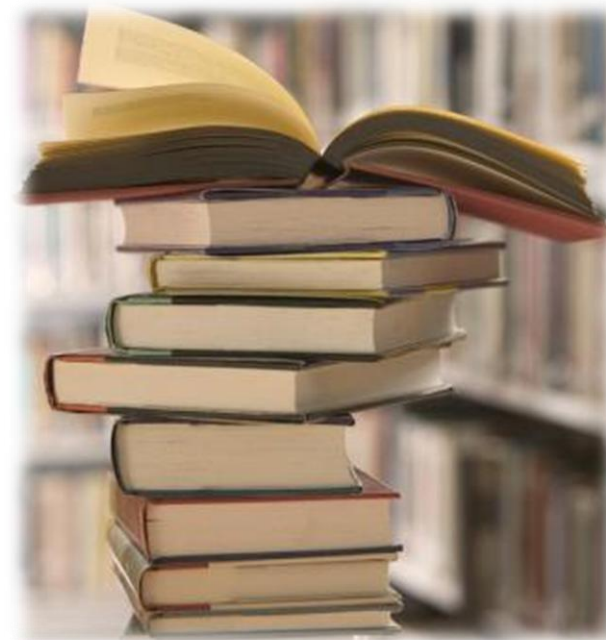
The Home Library delivers books to over 450 home restricted clients and over 30 sheltered establishments. The 'Home from Home' project transports disabled and home-restricted people to talks and events.

The Library Service provides an inclusive, accessible service for everyone. Overall, our activities are organised with a view to promote the service to the community, some focus on breaking down barriers, preventing isolation and promoting community cohesion. Services to older people, disabled people and people with learning disabilities play an integral and important part of library services and planning.

There are nearly 3,000 active borrowers over the age of 60. The Library Service, in partnership with others, runs regular reminiscence sessions for older people in order to ensure that our cultural heritage is not lost. Memory Games is a community archive project aimed at helping to document and celebrate local heritage. In March 2012, 'Memory Games Reminiscence Day' was held at Valence House which enabled local people to discover untold stories and memories of previous Olympic and Paralympic Games.



Throughout the year over 450 home restricted clients and over 30 sheltered establishments receive four weekly deliveries from the Home Library. The Library Service's 'Home from Home' project, which was the runner-up in the national Libraries Change Lives competition, continues to bring disabled and home-restricted people along to talks and events using borough transport. The Home Library Service is also developing a UK Online initiative which will enable laptops to be taken out to users of the service and people who visit Active Age Centres.



Later Adulthood: Volunteering

The Council work hard to create a culture in which individuals are able to contribute to their community and stay connected by volunteering.

Both Valence House and Eastbury Manor House in Barking provide opportunities to older people. Reminiscence sessions, organised tours, talks and tea dances have all encouraged older people to socialise and share their skills and experiences.

Meanwhile, young volunteers from Robert Clark School have been teaching older people IT skills. This helps break down the barriers between generations.

In Barking and Dagenham we work hard to increase the opportunities for older people in the community to stay active through voluntary work. Both Valence House and Eastbury Manor House in Barking provide opportunities for volunteering to older people. This is a valuable opportunity to socialise, gain skills and share expertise and experience.

In Spring 2011 Valence House Museum conducted a series of reminiscence sessions with a group of volunteers. Members often chose the subjects they wished to discuss and brought in historic objects from their own homes to show the group. After a series of 10 museum led sessions the group decided to meet monthly and have become active in museum education sessions.

There has been around 13 tours of Eastbury Manor House organised by older people groups and events take place throughout the year including talks and tea dances. The Barking Blind and Disabled Trust Concert Band have performed at both venues. In June 2011, Valence House hosted the local London's Open Garden Squares where volunteers met the Mayoress (pictured below).



Meanwhile, older people have benefitted from the help of local young people who have volunteered to teach them how to improve their IT skills. Sixth-formers at Robert Clark School are running free weekly IT sessions for over-60s. Local charity Age UK Redbridge is training students to carry out the sessions. Funds for the scheme come from the Greater London Authority and the Reuben Foundation, which gives grants to projects and charities around the world.

Project co-ordinator Andreea Albu said: "It's been exciting to see students and older people mixing. We ran the same project with students from Warren School and it was a success. "It's not just about learning IT. It breaks down the stereotypes people have of each other.

Performance

Personal Budgets & Support Planning

We support around **5000 people** in the community during the course of a year. **Around 600 people** choose to take their budget as a cash direct payment.

At the beginning of 2012, **94% of the social care packages** we offered were granted within 6 weeks.

Every month our social workers undertake an average of **around 250 social care assessments**.

In 2011/2012, **around 60% of our service users** were receiving self-directed support; the national rate is just 21%.



Carers

In Barking and Dagenham, **around 16,700 people** identified themselves through the 2001 Census. **Around 2,600 of these people** are receiving services from the Council.

Domestic violence is the biggest violent crime in the borough. In Barking and Dagenham **4,647 incidents of domestic violence** were reported to police between April 2011 and March 2012 compared to **4,725 the previous year**.

Safeguarding

The number of repeat cases presented at the Multi Agency Risk Assessment Conference has **fallen from 28% in 2011 to 22% in 2012**.

In 2011/2012 our safeguarding alerts increased to 1119; this is a **55% increase on the previous year** and a 125% increase on the number of alerts raised in 2009/2010.

Performance

Mental Health

2.4 per 1000 people in the borough are using adult NHS secondary mental health services. The average across London is 3.35.

In Barking and Dagenham the percentage of adults with depression is **around 4.5%**; this is far lower than the national average of over 11%.

For less than £14 a week, we support a vulnerable or older person to live independently in Sheltered Housing.

22 staff support almost 1,000 people in the borough to live independently in Sheltered Housing.

Sheltered Housing



People with Learning Disabilities

The percentage of adults with a learning disability in employment **has risen from 4% in 2010 to 4.8% in 2011**. This is still below the national average of 6.3%.

Over 70% of adults with a learning disability in Barking and Dagenham live in their own home or with their family.

In 2011, around 7,500 people aged 18 - 64 had a moderate physical disability and 2,100 a serious physical disability. These numbers are predicted to rise to 8,600 and 2,500 by 2030. **Around 6% (530) people** of the total number are known to local services through the Council register.

Performance

In 2011, our specialist team in reablement helped **support 30 people** with dementia to remain independent rather than resort to residential care.

In February 2012, **90% of people** aged 65 and over were still at home three months after discharge from hospital.

Last year our in-house reablement team supported **167 people** back to independence following an illness or hospital admission.

Overall, adult social care supported over **920 people** through reablement; an **increase of 50%** from 2010.

Reablement



In 2012, the percentage of items and minor adaptations delivered within 7 days **stayed high at 98%**.

In 2011, the Council funded an average of **22 major adaptations** per month to people's homes in order to enable them to remain independent.

In 2010, people with disabilities waited up to 34 weeks; by 2012 this had been **reduced to only 11 weeks**. Best practice is considered 24 weeks.

Disabled Adaptations

Performance

Active Age

For just under **£6 a week**, older people can remain active in the community via our local Active Ages Centres.

In total, the Active Age centres have **around 500 members**.



Leisure and Culture

Since records began to be collated in May 2011, there have been **nearly 1,500 visits** by Leisure Pass Holders with a disability to the borough's leisure centres.

Since April 2011, there have been **47,972 visits** to the local leisure centre. This is an increase of 11,056 visits from 2010 /11.

There are **nearly 3,000 active borrowers** over the age of 60. The Home Library delivers books to **over 450 home restricted clients** and **over 30 sheltered establishments**.

There are currently **3,036 active 60+ members** at the leisure centres. This is approximately 11% of Barking and Dagenham residents aged 60 and over.

Complaints

Adult social care services received **69 compliments** in 2011/2012.

Adult social care services received **107 complaints** in 2011/2012 compared to **114 complaints** the previous year.

Both Assessment & Care Management and OT & Sensory received the most amount of complaints and compliments.

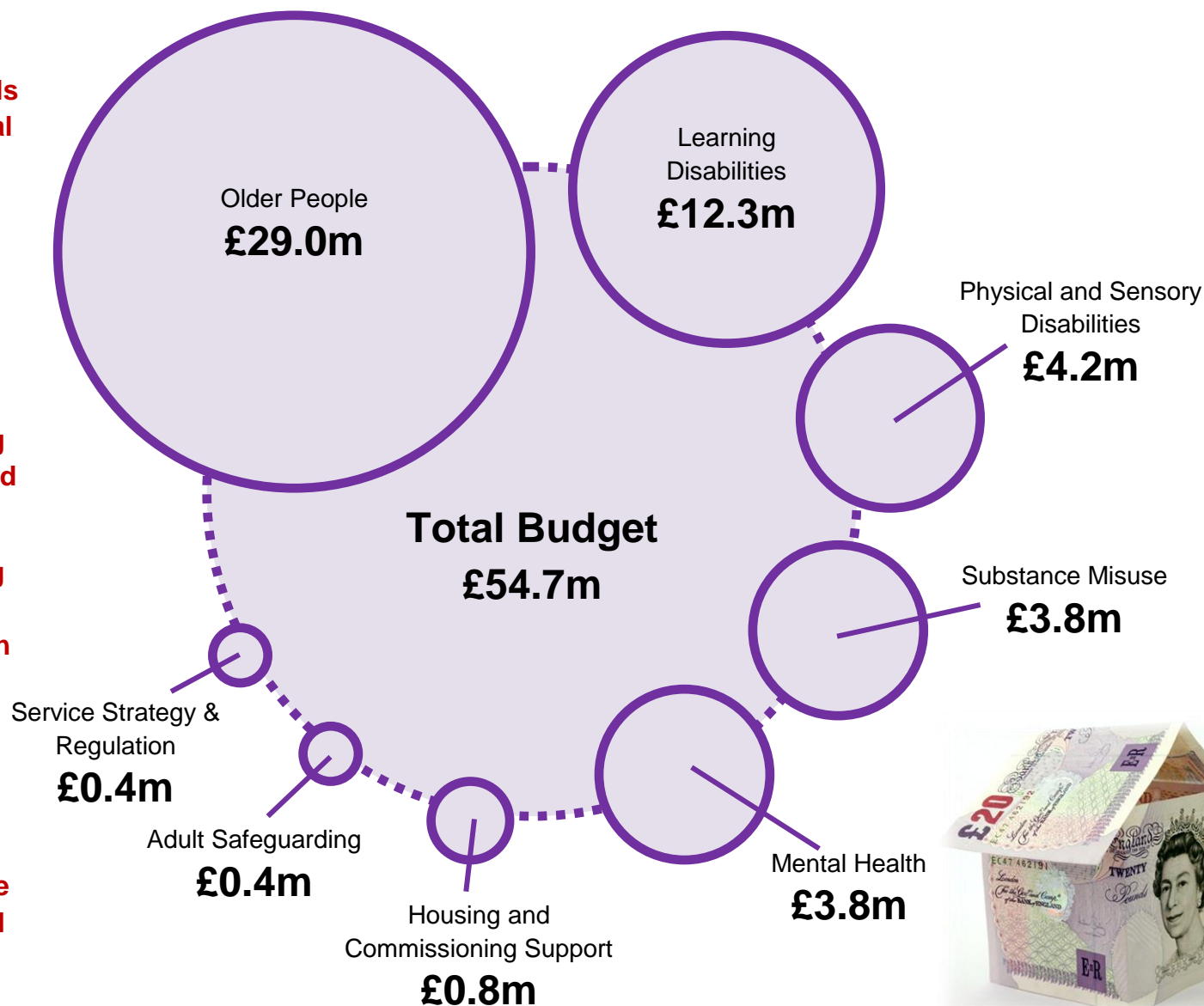
Finance: Adult Social Care Funding

In 2011/12 the Council received £695million in funding. Most of this money can only be spent on for schools or housing. In 2011/12 the Adults Social Care budget was £54.7 million. The diagram shows how our funding is distributed in Adult Social Care.

The Council is working under considerable financial constraints due to central government funding reductions. The Comprehensive Spending Review announced spending cuts of 28-30% over the four year period 2011/12 to 2014/15.

This has resulted in the Council having to make a number of very challenging decisions to contain its priorities within a significantly reduced funding settlement.

In 2011/12 approved savings of £2.4 million were achieved and in 2012/13 approved savings of £2.2 million are built into the social care budget. These financial challenges are significant and the Council and Adult Social Care managers remain committed to providing a safe and high quality within the limited resources available.



Consultation

We consult with service users on an ongoing basis.

In order to build up a clear understanding of people's needs, an important part of the process is to consult with service users to ensure that their views are reflected and taken into account in the design of new services and improvement of existing services.



Remodelling of Mental Health Day and Employment Services

From October 2011 to December 2011 we consulted service users from across the voluntary sector, Tulip, the North East London Foundation Trust, Travelling Day Hospital and Service User Representation Group. Consultation was undertaken in small groups and individual interviews were conducted. We incorporated the views of our service users when we remodelled mental health day and employment services. There is now greater service user involvement, greater choice in controlling their own support and greater access to mainstream services already available in the borough.

Extra Care

The Council has consulted with all four external Extra Care schemes in the borough regarding the care and support they receive. Service users said that they would like 24 hour support or presence on site, greater range of activities and more engagement with providers.

This informed the specification for the new tender for care and support. Tenants were also involved in the tender process in February 2012, with five tenants sitting on the tenants panel.

Transitions Strategy

In January and February 2012 we organised consultation events on the draft Strategy with young people and parents who are going through the transitions process. The feedback was incorporated within the Strategy and the key findings were that families wanted more information about the transitions process, better planning processes and access to specialist local provision

Carers Survey

We sent a survey to carers in June 2011 to find out the level of activity of carers in the borough and what the barriers are in preventing carers participating in physical exercises. We also asked carers what they wanted from support services.

The survey was sent to all 2,600 registered carers in the borough. 32% of respondents participated in regular exercise. The majority of people who did not partake in regular exercise said the main barrier was cost and lack of time. This information is being used to develop a leisure offer for carers in 2012/13. Carers also highlighted the importance of benefits advice and this was included in the specification for the new Carers' Support Service.

Consultation: Adult Social Care Survey 2011/ 2012

The Adult Social Care Survey helps us to understand our service users' needs. The survey was sent to 836 people; 42% responded.

This is what they told us:



Over 85% of respondents are satisfied with the care and support services they receive.

Over 75% of people said that care and support services help them in having control over their daily life.

72% of respondents felt that care and support services help them in feeling safe and funding their care.

70% of respondents do not buy additional care or support privately or pay more to 'top up' their care and support.



94% of respondents said that they feel clean and presentable in appearance.

90% said that they get the food and drink when they war

Over 90% said that their home is clean and comfortable.

Over 70% said that their health in general is very good, good or fair.

Around 45% said they did not feel anxious or depressed, 55% said they were moderately or extremely anxious or depressed.

Only 20% of respondents said they had no pain or discomfort, 56% said they had moderate pain or discomfort and 23% said they had extreme pain and discomfort.



Consultation: Culture & Sport Customer Satisfaction Survey 2012

The Culture & Sport Customer Satisfaction Survey helps us to understand whether participants of the older people's physical activity programme Active for Life benefited from the offer.

This is what they told us:

"Services have been fantastic! Thanks to you I have got my diabetes under control, my arthritis has virtually gone and I have lost 5 stone in weight. Thank you!"

"Started in January 2011 to try to lose weight joined weight watchers and applied for a leisure pass, have attended regularly since at least twice a week now as much as four classes. Lost 2 stone in weight, blood pressure back to normal, cholesterol down 3.5 and asthma improved so am really happy with Abbey sports facilities".

"These activities apart from keeping my body maintained also provide great opportunities to meet other like minded local people; I'm chatting to people who are new friends. It's a great way to socialise".



The main reason that people participate is to keep fit and healthy (20%).

98% of customers would recommend the activities for a friend.

89% have an improved sense of mental health and wellbeing.

71% feel less isolated.

77% have increased their social interaction.

The most popular activity that people accessed was the gym (31%) and swimming a very close second (30%)

96% of customers are satisfied with the range of activities on offer.

87% have adopted a more active and productive lifestyle.



Giving us your views

As we have said through this first Local Account, we want to hear from you about what you think of the services we provide.

If you want to give us your views on the services we provide you can contact Janet Ryan in Adult and Community Services.

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Helping you to live the life you want.