



Barking and Dagenham's account of Adult Social Care activity in 2013/14

Foreword



Welcome to our 2013/14 'Local Account' for Adult Social Care. This is a really important document, in which we set out where we think we have been successful over the past year in Adult Social Care, and what we think we need to improve.

We have recently agreed a new Council vision '**One borough; one community; London's growth opportunity**' and one of the key priorities of this vision is 'enabling social responsibility'. This fits with our guiding principle for Adult Social Care in Barking and Dagenham: giving service users meaningful choice and control over the care and support that they receive. We are committed to working with the local community to help create a

Borough that supports wellbeing, promotes independence and encourages residents to lead active lifestyles as far as they possibly can. We champion this through our own services, but have built good relationships with our service providers and our health Partners in order that we are all working together to provide the best outcomes for our residents who need social care in Barking and Dagenham.

2013/14 was a busy year. More and more people received direct payments in order that they can purchase the care and support that they want. Our integrated arrangements which see social workers working alongside GP practices and other health professionals, has developed over the last year with the introduction of mental health social workers to the arrangements, and continues to be successful. We launched our new Adult Social Care website, the Care and Support Hub which gives information and advice, a directory of services and a register of all of our accredited Personal Assistants in the Borough. We also received good inspections from the CQC on a number of our in-house services including 80 Gascoigne Road and Kallar Lodge. This was all achieved against a backdrop of budgetary pressures and I commend our passionate and committed staff, within the Council and across the Partnership, for their hard work in achieving a great deal in a difficult financial environment.

2014/15 will be a challenging year for Adult Social Care services. We will be continuing to work hard to plan and take forward the substantial changes that are required within the Care Act, many of which need to be in place by April 2015. We will also be working with Children's Services to ensure that we are ready for the changes brought in by the Children and Families Act, primarily affecting young people who will 'transition' to Adult services and will be eligible for care and support. Additionally, we will be working with our health partners to deliver the Better Care Fund (an existing pot of money to facilitate closer working between health and social care services to deliver better outcomes for residents), and with neighbouring boroughs to launch our Joint Assessment and Discharge service, a service which will streamline the preparations for people coming out of hospital back into their homes. Additionally, the Council will need to consider more savings to the budget. Cuts to the funding we receive from central Government continue to force us to make difficult financial decisions, although we will endeavour to protect the essential Adult Social Care services that support local people. Our plans for 2014/15 are provided in more detail below and I hope you will look forward to reading next year's Local Account to see how well we did in taking all of this forward!

Thank you for taking the time to read our Local Account and I hope that you feel it is a true and transparent account of our work in Adult Social Care in 2013/14. Remember, we always want to hear from our residents about what they think of Adult Social Care services and how we can make them better. I would therefore urge you to fill out the questionnaire at the back of this document or on our Care and Support Hub website, or alternatively email any comments to marketdevelopment@lbbd.gov.uk in order that your feedback can inform the way that we conduct Adult Social Care in Barking and Dagenham.

Yours sincerely,

Councillor Maureen Worby
Cabinet Member for Adult Social Care and Health

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1. Introduction

Thank you for reading our 2013/14 'Local Account' for Adult Social Care. This is our third Local Account for Barking and Dagenham and it describes what we did and how we did in Adult Social Care services and activity in 2013/14. The Local Account looks backwards to the things we are most proud of having done during 2013/14 and looks at the areas where we need to improve. It also sets out the key activities we are planning to do during 2014/15.

This year we have produced our Local Account in a slightly different format. We have a main Local Account document which gives the overview of our performance and spend in Adult Social Care, key highlights of what we did in 2013/14 and our plans for 2014/15. It also contains our statutory complaints report. However, we have then produced short summaries for some of the key areas of Adult Social Care in Barking and Dagenham, including learning disabilities, carers, physical disabilities and sensory impairments, mental health and older people. Please feel free to read the document as a whole, or look at the sections that you are interested in. You can also download the document as a whole, or in parts, by visiting the Local Account page on our new Adult Social Care website: <http://www.careandsupport.lbbd.gov.uk>

This document is for you, our service users, carers and residents to read through and tell us whether you think we have got it right. Along with using feedback from our Adult Social Care Survey, we have spoken to a number of residents and groups during the production of this Local Account and we have included their thoughts and ideas throughout. Engagement on this year's Local Account has included the following:

- The Carers Strategy Group
- Learning Disability Carers Forum
- Learning Disability Service Users Forum
- User-led disabilities group
- Residents during Older People's Week events
- Residents during World Mental Health Day events

We are also introducing a questionnaire this year in order that you can provide us with feedback on Adult Social Care, our services and what you want to see in Adult Social Care in the future. It will also be an opportunity for you to tell us what you think about this year's Local Account. You can either fill in the questionnaire at the back of this document and send it back to us or visit our online questionnaire on the Local Account webpage on the Care and Support Hub. The questionnaire will be 'live' all year and we will use the responses to inform our services and shape the format and content of our Local Account for 2014/15. If you have any questions or queries, or want to provide us with feedback without filling in the questionnaire, please email us at marketdevelopment@lbbd.gov.uk.

2. Care and support needs in Barking and Dagenham

To help us plan for future adult social care needs in Barking and Dagenham we use the information in our Joint Strategic Needs Assessment (JSNA), an in-depth analysis of local health and social care needs. In addition during 2013/14 we consulted and began developing the Market Position Statement, which sets out how we would like to see the local social care market developing so people have greater choice with their personal budgets.

The following key facts help us understand our local population in order to provide services tailored to meet the needs of our residents.

Key facts

- The 2011 Census shows that the population has increased by 22,000 to 185,900 between 2001 and 2011. It is expected to grow by a further 20% over the next 20 years.
- The proportion of white British residents decreased from over 80% to 49%; there was a increase in residents from black and minority ethnic groups (black African - 293%; Bangladeshi - 1000%). This will result in an increase of BME residents aged 65+.
- There has been a slight decrease in the number of people aged 65+ to approximately 19,700 older people; however there is predicted to be an increase in people aged 85+.
- There are around 1240 people living with dementia locally.
- In the last 10 years the number aged 0-4 has increased by 49% and the number aged 5-7 has increased by 20% -one of the fastest growing populations of young children London.
- The number of residents with a learning disability is expected to increase by 20% as children with learning disabilities become adults, and adults with a learning disability live longer.
- We know that our population has significant health problems, at rates higher than other areas of London for conditions such as heart disease, diabetes and respiratory disease.
- Barking and Dagenham remains England's 22nd most deprived local authority area. With the high levels of deprivation and the potential impact of welfare reform it is predicted that:
 - The prevalence of drug misuse and related harms may increase
 - The risk of mental health problems is likely to be high
 - Many people will have less money to contribute to care services and there will be fewer people funding their own care than other London boroughs.

3. Summary of local care and support services

More detailed information on local care and support services can be found in the key area summaries at the end of this document (for older people, learning disabilities, physical disabilities and sensory impairment, carers and mental health).

Older People

There are nine privately owned residential and nursing homes with a combined capacity of 508 beds and one council-run home for people with dementia, Kallar Lodge. There is a wide range of Extra Care provision, some of which is provided by the Council and some by independent care providers. Across the eight local Extra Care schemes there is a bed capacity of 285. There is a range of day opportunities and six Active Age centres offering activities for around 500 older people, which the Council is seeking to expand. As well as homecare services, a significant proportion of people needing social care at home are now achieving better outcomes through employing their own personal assistant directly. In March 2014, 522 people were in receipt of a direct payment.

People with learning disabilities

There are five residential and care homes providing support, one of which offers support for people with complex needs; and 11 providers of supported living schemes with a capacity of 109 placements. There is also a range of day opportunities locally. In addition the Council funds the Welcome to Our World (WOW) unit at Healthlands Day Centre for adults with autism who require intensive care and support, which provides day opportunities for 12 people.

Drugs and alcohol misuse

Support to people who misuse drugs and alcohol is provided by Crime Reduction Initiatives (CRI), which offers a range of services including counselling, advice and information, and recovery and prescribing services. CRI also provide the Borough's Community Alcohol Service.

Mental Health

Services for people with mental health problems: Barking and Dagenham's statutory mental health services (including social care responsibilities) are provided through an integrated service with North East London NHS Foundation Trust (NELFT). This means that NELFT manages multi-disciplinary teams of social workers, physiotherapists and community nurses to support people with both their health and social care needs. In addition counselling services are available for people aged 16+ through Big White Wall, which offers 24/7 professionally moderated mental health support. The borough runs mental health first aid (MHFA), which trains front-line staff to spot signs of mental health problems and prevent them from getting worse.

Physical disabilities and sensory impairments

People with physical disabilities and sensory impairments: Much of the work to support this client group concerns adaptations to assist people with daily living in their home. The Council signposts clients to reputable suppliers allowing them to make their own choices about what equipment they need. Clients then get a prescription from the Council to go and purchase the equipment from a retailer. The Council's Sensory Impairment Team continues to be proactive in raising awareness of sight and hearing loss, promoting services and preventive options, and creating strong professional networks.

Other general services

There are also a number of commissioned services that offer information, advice and advocacy to prevent further crisis and provide financial support or loans to all client groups including the Local Emergency Support Service (LESS), the Credit Union, specialist advocacy and advice and information services.

4. What's happening locally?

Continued development of Integrated Care

We have continued to deliver social care through close working with GPs within six 'cluster groups'. Each cluster is made up of social workers, support planners, community matrons, district nurses and occupational therapists based around a group of GP practices, and means that people receive better co-ordinated and planned care from both health services and the Council. The Council has worked to create a **Joint Assessment and Discharge team** with neighbouring boroughs of Havering and Redbridge, for launch in June 2014. This service aims to improve the way people leave hospital into community-based support or to go back to their homes. This is part of our aim for more people to get support they need in the community and their own home rather than in hospital or residential settings.

The Better Care Fund

The Government has introduced the **Better Care Fund**, which is a sum of money from existing spending that is brought together by the Council and the local GPs' group known as the Clinical Commissioning Group (CCG). Bringing our money together like this allows us to make joint decisions and plan better together to deliver integrated health and social care for local people and make better use of tax payer's money. In Barking and Dagenham the CCG and the Council have a shared fund of £13million in 2014/15, rising to £21million in 2015/16. The money comes from existing NHS and social services budgets – so this not new or additional money – and is to be spent on reconfiguring existing services to work better together. Pooling funds like this calls for a shared approach and the development of shared plans to reduce the need for people to go to hospital where possible, allowing them to stay in their own homes, staying independent and healthy for longer. We are currently agreeing our plans but expect to see improvements in integrated care, intermediate care, end of life care, dementia support and services for carers as a result of our Better Care Fund activity. The priorities for the Better Care Fund are:

- Improving how people experience care and ensuring the best possible quality in the services that we commission and deliver
- Designing a health and social care system that is 'future proof' and able to manage effectively increasing demand and need, not only today, but in years to come
- Ensuring that services are efficient, sustainable and deliver value for money

Fulfilling lives Programme

The Fulfilling Lives transformation programme is a joint initiative between the Council and its partners to expand the opportunities available to people with a learning disability to receive the care and support they need in order to live an independent life. It includes encouraging independent travel and the remodelling and transformation of in-house day services. It contributes to our response to Winterbourne View described below.

Response to Winterbourne View

In December 2012 the government published its final report into the events at Winterbourne View Hospital and set out a programme of action to transform services so that vulnerable people no longer live inappropriately in hospitals and are cared for in line with best practice. Following the report all local authorities were required by April 2014, to have a joint plan to ensure high quality care and support services for all people with learning disabilities or autism and mental health conditions or behaviour described as challenging, in line with best practice. Barking and Dagenham agreed its plan in March 2014, and although it needs further development it, can be viewed [here](#).

Preparing for the Children and Families Act

The Children and Families Act received royal assent in March 2014. The Act sets out a swathe of changes to be implemented from 1 September 2014, however in particular for local authorities, the Act:

- Introduces a single assessment process and an Education, Health and Care (EHC) Plan to support children, young people and their families from birth to 25 years. EHC Plans replace 'statements of educational needs'.
- Requires health services and local authorities to jointly commission and plan services for children, young people and families.
- States that local authorities must publish a clear, easy-to-read 'local offer' of services available to children and families.

As they do now, Adult Social Care services will be working with Children's Services, young people and their families and carers, to prepare children and young people for adulthood and set out arrangements for transition to adulthood, particularly where young people will be eligible for Adult Social Care support. It is thought that there will be some cross-over with the requirements of the Care Act (see below) and this will be worked through in 2014/15.

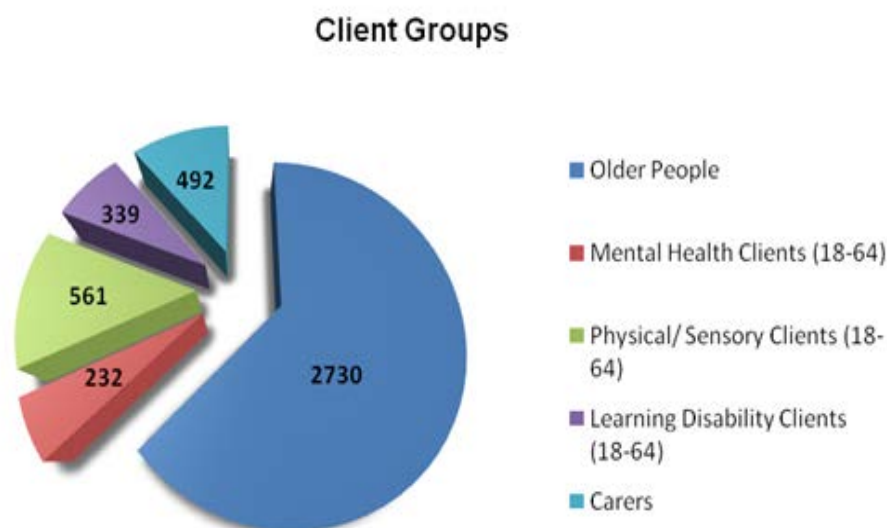
5. Social Care is changing... (The Care Act)

Throughout 2013/14 we have been preparing for the biggest change to adult social care in a generation: the **Care Act 2014**, which received its Royal Assent in May 2014. It promotes integration with the NHS in the delivery of care and support services and strengthens procedures for the safeguarding of vulnerable adults. It will be a significant area of our work for the coming years, with major dates for implementation on 1 April 2015 and 1 April 2016. The Act means that the Council must:

- Prioritise a person's health and wellbeing, to prevent or delay the need for care and support
- Empower people to be involved in decisions about their care by providing information and advice, and access to independent advice to support their choices
- Promote personalisation and the use of personal budgets/direct payments
- Follow national eligibility thresholds for care and support to improve continuity of care and consistency if someone moves to a new local authority area
- Put unpaid carers on an equal legal-footing with service users giving them rights to assessments and for their needs to be met
- Encourage people to think about and plan how to meet their care costs (the Act extends financial support to those who need it most, protecting everyone though a cap on the care costs that people will incur).

6. Who used Adult Social Care services in 2013/14?

Figure 1: Breakdown by client group of the numbers of adults receiving an Adult Social Care service in Barking and Dagenham



During the year 1,005 assessments and 2673 reviews were undertaken leading to 3,862 adults receiving a service. The graph above shows the breakdown by client group of the numbers of adults receiving a service. The Council:

- Gave 1,152 adults aged 18 and over a direct payment to help them make their own choices about care and support
- Responded to 1,300 safeguarding alerts, half of which went on to further investigation
- Provided relevant information and advice about the care and support available locally through the new 'Care and Support Hub' with over 30,000 page hits in its first four months (December 2013 – March 2014)
- Supported the completion of assessments, either undertaken by the Council or Carers of Barking and Dagenham, resulting in 492 carers receiving services

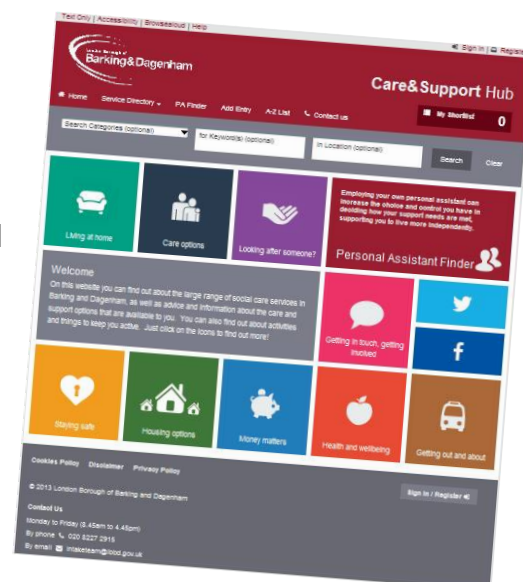
7. What we did in 2013/14

We have used the priority themes identified in the [Barking and Dagenham Health and Wellbeing strategy](#) to show what we have achieved in 2013/14 and our plans for 2014/15.

A more detailed overview of the work that we did in 2013/14 for people with learning disabilities, people with physical disabilities and sensory impairments, carers, people with mental health needs and older people can be found in the 'key summary' documents as part of this Local Account.

Priority Theme: Care and Support

- ✓ Launched the 'Care and Support Hub', our new Adult Social Care website which helps service users and carers to have more information, choice and control over their social care services. The website <http://careandsupport.lbbd.gov.uk/> includes:
 - general information and advice
 - an interactive service directory of social care related services and providers in the Borough, including community services, care and residential homes. 80 providers were listed in March 2014.
 - our new Personal Assistant Finder - a tool which service users can use to view the Council's register of accredited Personal Assistants (PAs), look at individual PA profiles and help them to find a PA who matches their requirements and personal preference. As of March 2014 there were 42 accredited PAs listed and another 48 pending Council checks.



- ✓ Kallar Lodge, Millicent Preston House and 80 Gascoigne Road Residential Care homes were recognised as providing good quality, safe services following unannounced inspections by the Care Quality Commission (CQC).
- ✓ In November 2013 hospital social work support was extended to weekends allowing people to leave hospitals in a safe and timely way over the weekend. This relieved pressure on the hospital's ability to cope with admissions and discharges during the winter, and ensured people are given all the support that they needed.
- ✓ Work is being carried out to improve our End of Life Care services, with an action plan being drafted for decision at the Health and Wellbeing Board in late 2014.
- ✓ Carried out a Dementia Needs Assessment to gain a local picture of need, services and areas for improvement in order to plan for current and future need. Dementia support is a key part of our Better Care Fund plan.
- ✓ We are working with Carers' UK to produce a detailed evidence report to inform the refresh of the Borough's Carers' Strategy which is currently underway.

Priority Theme: Protection and Safeguarding

- ✓ The Council received a very sudden and significant increase in the number of applications to make sure that people in care homes; hospitals and supported living are looked after in a way that does not inappropriately restrict their freedom (known as Deprivation of Liberty Safeguards). This increase happened from 19 March 2014, following a decision of the Supreme Court regarding the case of Cheshire West, and will therefore be seen in next year's figures. To the end of March 2014, 19 applications were made, of which 16 were granted and three were not. In addition a number of DoLs applications were submitted by Providers and approved

by the Council accordingly. The Council worked closely with Barking & Dagenham CCG to ensure co-ordination of the required Deprivation of Liberty Panels.

- ✓ There were a number of residential and nursing homes where serious concerns were reported. We worked with these homes and Barking & Dagenham Clinical Commissioning Group, North London NHS Foundation Trust and the Care Quality Commission to ensure that improvements were made and that further harm was prevented.
- ✓ Ran the annual iCare Campaign to raise safeguarding awareness amongst residents.
- ✓ Completed audits of our own safeguarding practice to ensure that processes and procedures are followed. The audit focused on how effective our safeguarding interventions were, as well as the interventions of our service providers. The following findings and subsequent actions have been taken regarding the audit:
 - **Providers:** The audit found some concerns regarding the quality of record keeping by providers and that in some instances service user feedback was not being fed into service developments. Meetings have been held with Providers to discuss these issues and improvements are being monitored, including unannounced checks of records and documents. Additionally, 150 people from provider agencies attended face to face safeguarding training during 2013/14.
 - **Staff:** The following recommendations and actions were put forward relating to Council staff safeguarding practice:

Table 1: Safeguarding audit recommendations and actions relating to the Council's safeguarding practice

RECOMMENDATIONS	Activities
Continue to develop the provision of training across the partnership in particular to ensure that a transient workforce is trained	<ul style="list-style-type: none"> • A Safeguarding Adults at Risk online course has been developed; 289 staff completed it in 2013-2014. 244 of these were Council staff and the remaining 45 were external staff, including colleagues in the North East London NHS Foundation Trust. • A training Strategy has been developed and approved by all members of the multi-agency Safeguarding Adults Board.
Work to ensure partners make safeguarding alerts appropriately including recording rationales for decisions made where it is felt that the involvement of wider partners should have been present	The Council is developing a Decision Monitoring Tool for use by Safeguarding Adult managers to ensure that rationale progressing the case to full investigation or not is clear and feedback is given to the referrer.

RECOMMENDATIONS	Activities
Need to ensure that 'no further action' is used appropriately	Further training has now been given to Safeguarding Adults Managers and this has been discussed in the managers' forum. The use of the Decision Monitoring Tool will further enhance this and will provide information that can be used for quality assurance.
Areas of concern relating to the highest level of persons alleged to be causing harm (PACHs) PACHs indicate a need for improved training and monitoring of these providers and the improved awareness of both adults at risk and their wider families	A Training Strategy for 2014/15 has been developed.

- ✓ A new [Hate Crime Strategy](#) was agreed which recognises disability-related hate crimes or incidents, which the person affected believes are motivated by prejudice or hostility towards people with physical disabilities, mental health problems or learning disabilities.

Priority Theme: Improvement and Integration of Services

- ✓ Provided a single point of access for care and support through our community health and social care teams which work with GPs to plan, manage and join up care for people most at risk of ending up in hospital. The teams now include mental health social workers to improve the support needed to those with mental health conditions outside of hospital, to prevent their repeated presentation at A&E. This has improved integration between health and social care for those with long-term conditions.
- ✓ Signed up to Care City - a partnership with North East London Foundation Trust, which will establish a major new research and development centre in Barking, shaping the future of health and social care services and providing access to employment, training and pioneering health services for local residents.
- ✓ Worked in partnership with people who use services and service providers across six east London boroughs (East London Solutions) to develop a quality assurance framework for providers who wish to offer services to people who manage their own care and support arrangements via a Direct Payment or Personal Budget. This will cover services that support people to live independently in their own community but do not need to be registered with the Care Quality Commission, as they do not deliver personal care.
- ✓ Consulted on and developed the Market Position Statement which sets out the social care services Barking and Dagenham will need to meet our changing local population and provides organisations who deliver services with information about the direction of travel for services in the borough. This is a major piece of work to better signal to the providers of social care services the sorts of services that our residents need in the future. This will be launched in July 2014.

- ✓ The Joint Health and Social Care Learning Disability Health Self Assessment Framework (JHSCSAF) was adopted to provide a single, consistent way of identifying the challenges in meeting the needs of people with learning disabilities, and documenting the extent to which our shared goals of providing good quality care are being met.
- ✓ A joint health and council plan to support people with challenging behaviour has been agreed. It covers positive behavioural support and the right (last resort) physical intervention. By encouraging the development of individual tailored solutions in general needs housing it will help people to live in the community either in or out of borough.
- ✓ Barking and Dagenham, jointly with Havering and Redbridge Councils, has subscribed to corporate membership of The College of Social Work for the next four years offering social workers practical resources to help build knowledge, skills and confidence.
- ✓ Reviewed long standing adult social care cases ensuring that those who no longer require help and support do not appear in our predictions for the future so allowing us to plan services more effectively.
- ✓ Commissioned Healthwatch (the organisation set up to strengthen the voice of social care users, carers, patients and the public), which has sought the views of over 600 residents about local health and care services; carried out five 'enter and view' visits and trained seven volunteers. Their work this year relating to adults has supported developments including:
 - Carers being able to go into hospital to provide care for their loved ones
 - 0844 high cost phone lines no longer being used by GP surgeries

Priority Theme: Prevention

- ✓ Facilitated Older People's Week, which saw around 1,100 people take part in 14 different events across the borough, ranging from tea dances, computer support sessions, cricket, knitting, sewing, beauty therapy and a workshop on remembering our history.
- ✓ Opened Relish@BLC, a café that provides an opportunity for adults with a learning disability to gain work experience and interaction with the public to prepare them for further employment opportunities.
- ✓ Set up an innovation fund of approximately £47,500 to support new prevention initiatives, which are aiming to become self-sustaining. Seven projects are underway: *peer friendship* for young people with learning disabilities, *Dance for Life* for older people, *psycho drama* for people with mental health needs, *social sewing classes* for vulnerable children and adults, and *Out and About* which trains volunteers to help people with learning disabilities and challenging behaviour to access community activities.
- ✓ [Community Catalysts](#) commissioned by the Council, began supporting over 30 existing and new micro- providers in the borough to deliver creative services for

people with a personal budget. The services include massage, strengthening and stretching techniques, postural assessments and advice on health and wellbeing that helps people to stay independent in their own homes for longer.

- ✓ Launched the [BanD Together](#) initiative on 29 November 2013, a series of projects that brings together organisations and co-ordinates activities in the borough, which provide the opportunity for people to receive or give support. Initiatives were aimed at helping and supporting vulnerable people during the winter months and included the 'knit and natter' project in which blankets are being made for vulnerable people, foodbank collection boxes; and a new Furniture Bank. The event also highlighted advice, support and other services available for those in need and information for residents on how they can volunteer and get involved in the projects that are taking place.
- ✓ A number of services were tendered for in April 2013 to offer information, advice and advocacy across the borough including:
 - Advice to help people in challenging situations at 17 different locations, including children's centres
 - Advocacy
 - Grants for people in crisis
 - Credit union

8. Key performance highlights in 2013/14

We have used information from our adult social care database, the annual social care users' survey and a local survey of carers to report how we have performed in 2013/14.

- Our annual adult social care users' survey has responses from 340 service users. We successfully worked with volunteers to telephone service users to encourage and help them to complete the survey. As with previous years, this survey gave us some really interesting feedback, which we will use to improve the support and advice we give you to make your own choices, the services we commission on your behalf, and the services we provide ourselves.
- In February 2014 a postal survey was sent to 279 carers who had had their circumstances assessed or reviewed in the last 12 months. 130 surveys were completed with 121 returned by post and nine completed over the telephone with the help of volunteers.

This section compares our performance with a comparator group of 15 London boroughs for 2012/13, which have a similar range of social and economic issues as well as with London as a whole. **Please note that the 2013/14 performance data for London and our comparator group will not be published until December 2014 and we will ensure that the Local Account is updated with this performance information then.** Our detailed performance indicators for 2013/14 (including the results of the adult social care users' survey) are set out in Appendix 1, and again include comparisons to the 2012/13 data for the comparator group and London. Detailed responses to the carers' survey can be found in the carers 'Key Summary'.

The areas of performance where the Borough has performed less well will inform our plans for 2014/15. Please see Section 11 – ‘What are we planning to do in 2014/15?’ and the sections within our ‘Key Summaries’.

Areas where Barking and Dagenham has performed well

The proportion of Learning Disability clients in settled accommodation (own home or with a family member) is 85.3%, up from 77.8% last year and above the 2012/13 comparator group average of 71.8% and the 2012/13 London average of 68.5%.

The borough scored well in comparison to the 2012/13 comparator group results on the:

- social care related quality of life score, with 19.2 compared to 18.0 last year, and compared to 18.3 for both the 2012/13 comparator and London averages
- percentage of service users who are satisfied with the care and support they receive - 65% up from 56.8% last year and above the 2012/13 comparator and London averages of 59.2 and 59.3% respectively
- proportion of service users who feel safe - 73.2%; a considerable increase on the 49.6% reported last year and much higher than the 2012/13 averages for the comparator group (60.3%) and the London average (60.5%).
- proportion of adults in contact with secondary mental health services living independently with or without support – 91.5% compared to 2012/13 data for the comparator group (79.2%) and London (79.4%).
- percentage of service users who said they have as much social contact as they want with people they like - 47.6% compared to 38.4% last year. This is a new indicator for 2013/14 and therefore we have no data to compare this to from 2012/13 for London and the comparator group.

The proportion of service users receiving direct payments (30.5%) places Barking and Dagenham above 2012/13 comparator group (20.1%) and London (19.5%) averages. This is a marked increase to our figures for last year which were 18.9%.

Performance on Delayed Transfers of Care (i.e. meaning that people are able to leave hospital as soon as they are ready) was good with significant improvements over the last two years; the borough stands at 1.1 per 100,000, better than both 2012/13 averages for the comparator group and London at 2.7 and 2.6 respectively.

The local carers’ survey found that:

- 79% said “they had no worries about personal safety” up from 68% in 2012/13
- 56% said “I look after myself” up from 50% in 2012/13
- 41% said “I feel I have encouragement and support” up from 36% in 2012/13

Areas where Barking and Dagenham performed less well

The proportion of adults with a learning disability in paid employment is increasing but remains lower than similar boroughs. The percentage of people with a learning disability known to the Council in some form of paid employment is estimated at 6.7% which is below the national average of approximately 7%. However, this is an increase from 2012/13, when estimates stood at 5.4%. This is a nationally reported measure for the borough and the data now provisionally places Barking & Dagenham in the middle quartile of comparative local authorities. Again, this is a change to 2012/13 when the Council was ranked as in the bottom quartile.

The proportion of adults in contact with secondary mental health services who are in paid employment in the borough remains at the same level as last year (3.0%) and is worse than the 2012/13 figures for the comparator group (6.3%) and London (6.9%).

The proportion of people aged 65+ admitted in permanent residential and nursing care is decreasing (871 in 2012/13 to 697 in 2013/14) but we are still performing worse than the 2012/13 figures for the comparator group (526) and London (478.2). Reasons for this include the relatively small number of self-funders locally and a smaller 65+ population than the other comparable boroughs.

The local carers' survey found that:

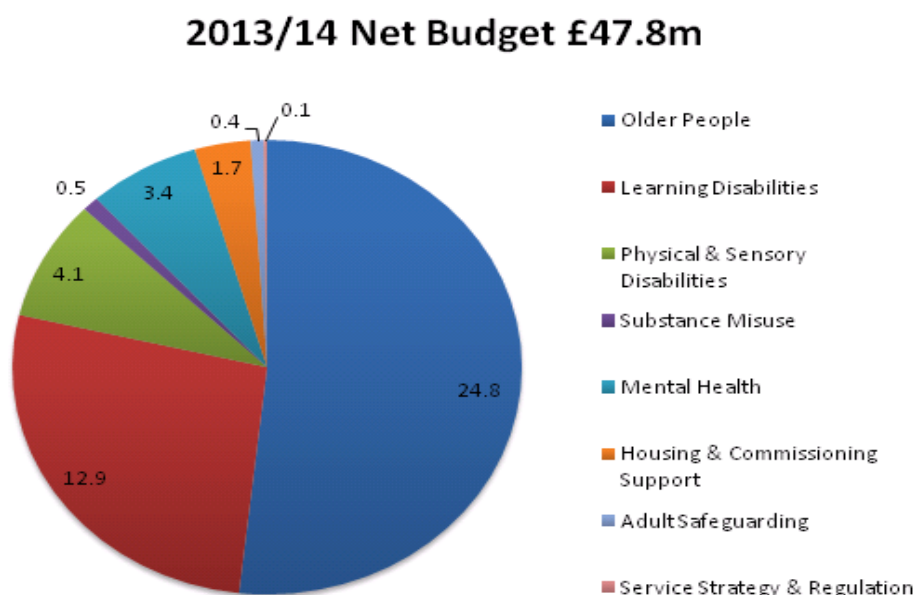
- 43% of carers said information and advice was “easy to find” compared with 47% in 2012/13
- 78% said “I have as much control over my daily life” or “I have some control over my daily life” compared with 87% in 2012/13

9. What we've spent in 2013/14

Barking and Dagenham's net adult social care budget for 2013-14 was £47.8m (excluding income from the Social Care grant of £3.268m). It covers care and support services that the Council purchases, staff who co-ordinate their support, and money given to people to buy their own support. The Council receives around £5m in income from service users assessed as needing to contribute to the cost of their own care.

- £7.4m was given to people across all client groups as direct payments so they could arrange their own care
- £12m was spent on residential care, direct payments and home care for older people
- £12.9m was spent on residential care, direct payments, home care and day care for people with learning disabilities
- £3.8m was spent on mental health services delivered by North East London Foundation Trust (including direct payments)
- £7.1m was spent on block contracts where support services are purchased for more than one person, usually in advance of the service being delivered e.g. supported living for older people and those with a learning disability, advocacy services and welfare support

Figure 2: Breakdown of net Adult Social Care budget



What we are forecast to spend in 2014/15

The 2014/15 adult social care budget is £44.2m. Due to the financial climate and the reduction in grants from central government the Council has had to make reductions to the adult social care budget in line with reductions to other budgets; for 2014/15 £0.987m of savings are planned within adult social care. 48% of these are from care provision budgets (including in-house services), 43% from reduction in commissioned services and the remainder being staff (including management) reductions. As part of the preparations for the introduction of the Care Act we will model the financial impact of the changes to how people pay for care.

10. Complaints and Compliments

Compliments from service users and carers

In 2013/2014 we received 31 compliments from service users and their families about our services and the dedication of staff to make sure people get the high quality service that they deserve. Some examples are given below.

On the support given by our **Integrated Mental Health Team**:

“It is with immense gratitude that I feel compelled to write to you to pay our heartfelt tribute to 2 members of your mental Health Team. For they provided excellent and exemplary care and support for our son for which we are extremely grateful”

Assistance with finding suitable **Personal Assistants** to help her Mum retain her independence:

“Thank you very much on behalf of both myself and my mother for helping us find the 2 PAs, mum is feeling at home with them already”

Complaints from service users and carers

The Adult Social Care Complaints service received 103 complaints in 2013/14. These covered a range of subjects where service users or their families were not happy or had queries about the services being delivered. All complaints are fully investigated so that the best outcome in the circumstances is achieved for the complainant.

Of the 103 complaints we investigated:

- 31 (30%) complaints lodged by complainants were found after careful investigation and information gathering from all parties to be unjustified
- 12 (12%) complaints were withdrawn after advice and support was given to the complainant
- 40 (39%) complaints were partially justified and after investigation an outcome achieved which was acceptable to both the complainant and the Council
- 20 (19%) complaints were found to be justified and we worked with the complainants so that they were satisfied with the eventual outcome

Working with the Local Government Ombudsman (LGO)

If the complainant is not satisfied with the outcome or handling of their complaint they have the option to approach the LGO and ask for the case to be reviewed. Overall seven complainants approached the LGO. We worked closely with the LGO to ensure that where we may not have reached the correct outcome for the complainant this was rectified. Of the seven that were referred we were asked by the LGO to revisit our outcomes on three cases on behalf of the complainant. The LGO found the remaining four cases to have been handled correctly and the outcome to be fair.

The themes of the seven LGO referred cases included transition from children's to adult services where they were unhappy with the services offered and requested more choice; service users unhappy with waiting time for adaptations to be completed; and the remaining not satisfied with allocation of personal budgets. For the three cases where the LGO requested our outcome be revisited we have taken on board the LGO's findings and recommendations, and made changes to our service offer, particularly when a service user transitions from children's to adults' services, providing information on a wider range of choices available.

How did we respond to the complaints that we received?

During 2013/2014 the Complaints Service handled 20 complaints which following investigation, were found to be justified. When this happens, the service area works with the recommendations of the investigating officer to make improvements. The justified outcomes can be broken down into the following main themes.

Table 2: What we did with ‘justified’ Adult Social Care complaints

Complaints about:	No.	What did we do
<p>The quality of service delivered by providers</p>	<p>6</p>	<p>Providers who deliver social care services to our residents are monitored regularly to make sure that they are delivering quality services. Where there has been a complaint or a concern raised, we increase our monitoring and work with the provider to make improvements. Of these six complaints, two were linked to safeguarding concerns. In these cases a safeguarding alert is raised and a very detailed piece of work is carried out by social workers. When the outcome of the investigation has been agreed we then take action against the provider such as if proven an embargo or if partially proven we will work with the provider to put things right. The provider will have an agreed action plan which we monitor closely until we are satisfied they are able to provide services safely and of the quality that we expect for our residents. Complaints raised about the quality of services being delivered are important to us as it gives the opportunity to investigate and work with them to ensure that they are meeting residents’ expectations and needs and that care is being delivered by well trained experienced carers.</p>
<p>Challenging the amount of personal budget allocated to an individual</p>	<p>6</p>	<p>Where an individual challenged the decision regarding the amount of money given to them to pay for care we asked for a further financial assessment be carried out to make sure all the individuals incoming and outgoing money including benefits were taken into account. Of the six complaints three benefitted from a fuller understanding of how the allocation of a personal budget was calculated. A member of staff with expert knowledge about both benefits and personal budgets telephoned or visited so that the person was left feeling confident that they understood how the budget was calculated. However in three cases the resident was not satisfied about the amount of funding for care given by the Council and their expectations could not be met despite a further assessment. The Council has a fair assessment process for everyone based on the needs of the individual to enable them to live a fulfilling life and be able to stay at home. We have made changes to the way we assess and offer home visits particularly when carrying out financial assessments as face to face contact with a council officer has a better outcome for most people.</p>

Complaints about:	No.	What did we do
Staff attitude	4	Complaints against staff are always taken very seriously. If a complaint of this nature is found to be justified the member of staff is closely supervised and given training over a period of time to allow them to reflect on their conduct and make the necessary changes. There were no cases, which after investigation were serious enough to merit disciplinary action.
Waiting times for assessments and adaptations	4	We have worked hard to keep waiting times for assessments and adaptations down to the minimum, however sometimes we do not always meet expectations. Some complainants had been waiting between four to six weeks to be assessed which is not acceptable and a further six weeks and over for the work to be carried out. After investigating these complaints and presenting our findings to both the Occupational Therapy Team and the Housing Service which carry out the work a plan was put in place to communicate with residents regularly explaining the reasons why they may have to wait including telling them where they were on the works list. We found that although residents were not completely satisfied with waiting they were more accepting of the situation because of the regular contact with council officers keeping them abreast of what was happening. We will continue to work towards keeping waiting times down and have made progress in this area particularly for assessments which are usually now carried out in two to three weeks.

11. What are we planning to do in 2014/15?

We will use performance information and analysis, survey responses, and the information that we have received from compliments and complaints to improve the support, services and information and advice that we give to residents to make their own choices on the care and support that they receive, our in-house services, and the services we commission on their behalf.

In addition to the above, we have asked residents and service user forums to give their feedback on the Local Account. People that we spoke to included:

- The Carers Strategy Group
- Learning Disability Carers Forum
- Learning Disability Service Users Forum
- User-led disabilities group
- Residents during Older People's Week events
- Residents during World Mental Health Day events

We asked residents and groups to specifically tell us what they thought about the Local Account, anything that they thought was missing and what they would like to see in Adult Social Care in 2014/15. This feedback will inform our planning for 2014/15 and has been incorporated into the Local Account 'key summaries' where appropriate.

Feedback that we received included:

Older people

- We had strong support for the work that is taking place around the Dementia Needs Assessment and plans to look at improving dementia services next year.
- There was also support for the joint working that takes place between our social workers and GP practices.
- Our older residents were really positive about the Borough's Active Age Offer, although they said that more computer training should be offered and that leisure classes were often very busy and booked up at Becontree Heath Leisure Centre. It was also said that there are not enough leisure classes in Barking. The building of the new Abbey Leisure Centre in Barking Town Centre, opening in late 2014, will provide many more first-class sporting facilities in the Borough and it is hoped that this will ease the problems regarding full classes and availability in Barking.

Physical disabilities and sensory impairments

- One resident raised concerns with us regarding swimming support for adults and older people who use wheelchairs as it was felt that existing support was mainly focused on young people with physical disabilities. This feedback will be given to our Culture and Sport service to inform future service delivery in the Borough's leisure centres.

Carers

- The carers that we consulted with asked us to include more information in the Local Account about the training and range of activities provided by Carers of Barking and Dagenham, as well as a summary of the Carers Rights Day event that took place on 29 November 2013.
- Carers asked us to ensure that advocacy for carers was included in the preparatory work that the Borough is doing for the implementation of the Care Act.
- It was also discussed that benefit changes have impacted upon carers and that we needed to ensure that future services for carers needed to include benefits and welfare advice support.

People with learning disabilities

- The Learning Disability Service User Forum asked us to ensure that Learning Disability Week 2013 was discussed in the Local Account, particularly as the sport 'taster' sessions that were offered during the week gave service users the 'fitness bug' and that it raised the profile of physical activity amongst the learning disability community.
- Service users told us that they were particularly concerned about uptake levels for health screenings for people with learning disabilities. There were concerns that service users are not attending appointments and that some people are not aware of the importance of screening. Additionally, service users were concerned that not all people with learning disabilities were identified on GP registers. Health

screening and work around GP registers will form some of our plans for 2014/15 in the work that we are doing in learning disabilities.

Mental Health

- Service users at World Mental Health Day felt that current advocacy services available to mental health clients were of a high standard and provided a very good service. One service user however stated that they felt that the borough was lacking in a support group for family members of people with mental health issues.
- A number of service users also thought that there needed to be more work done to engage with people from all cultural groups. It was suggested that cultural and community leaders should be involved in any engagement work.
- One service user felt that mental health service users would benefit from more computer training and computer based activities.
- Service users told us that they felt days like the World Mental Health Day where they had the opportunity to express their opinions were very helpful and should be held on a more regular basis.
- These comments will be given to the Mental Health sub-group of the Health and Wellbeing Board for discussion and to inform planning for 2014/15 and beyond.

Taking all of this information into account the **key areas for focus in 2014/15** that we have identified are:

- Ensuring people have a positive experience of care and support
- Ensuring safeguarding is prioritised
- Commissioning quality services
- Providing better and more accessible information about support available for service users and carers
- Ensuring carers get the advice and support that they need

Addressing these areas as soon as we can will result in fewer inappropriate referrals and ensure people receive the support they need much earlier and at a reduced cost. This approach alongside **the requirements of the Care Act 2014** will inform our future work.

We have identified the activities below to help us deliver on these key areas and move towards ensuring an early intervention and prevention approach. They are set out against the priority themes in Barking and Dagenham's [Health and Wellbeing Strategy 2012-15](#).

Please note that further specific activities for 2014/15 for learning disabilities, older people, mental health, carers and people with physical disabilities and sensory impairments have been identified in the 'key summary' documents.

Table 3: Key areas for focus in 2014/15

Health and Wellbeing Strategy themes	Key activities for 2014/15
ALL	➤ Get ourselves ready for the implementation of the new Care Act on 1 April 2015, which will bring major changes to how we deliver social care services

Health and Wellbeing Strategy themes	Key activities for 2014/15
Care and support	<ul style="list-style-type: none"> ➤ Better promote the Care and Support Hub web directory of services, and work to make the information more comprehensive ➤ Launch the proposed Joint Assessment and Discharge team, which brings hospital, community health and social care teams into one so that people coming out of hospital get a better service ➤ Improve end of life care through training and service improvements within our joint health and social care teams, including the writing of an End of Life Care Action Plan for agreement at the Health and Wellbeing Board
Protection and safeguarding	<ul style="list-style-type: none"> ➤ Improve our systems for responding to Deprivation of Liberty Safeguard applications (where people are prevented from doing something for their own protection) to meet rising demand ➤ Continue our work to make sure that residents, service users and staff all know how to raise safeguarding alerts when they are concerned about someone's safety or wellbeing in social care services ➤ Improve our processes for ensuring the quality of local services, focusing our attention on those that are a concern, and working closely with the Care Quality Commission
Improvement and integration of services	<ul style="list-style-type: none"> ➤ Launch our first Market Position Statement, that sets out how we think local services need to develop in order to meet the demands of people using services ➤ Work with people who need care and support, and care providers to develop the choices available to meet their needs ➤ Encourage more small providers and micro-providers to complete the <u>East London Solutions</u> quality assurance process ➤ Expand the number of accredited Personal Assistants in Barking and Dagenham ➤ Take forward the improvements highlighted in our Dementia Needs Assessment ➤ Improve screening uptake and communication with healthcare services for people with a learning disability.
Prevention	<ul style="list-style-type: none"> ➤ Develop a new Carers' Strategy, with input from local carers and their support organisations, and work out new ways to deliver services for carers in the future ➤ Work with HealthWatch to strengthen the voice of social care users, carers, patients and the public, and to make sure their voice gets heard at the Health & Wellbeing Board

12. Glossary

Term	Description
Advocacy	Support to help a person to express their views about their care needs and choices, secure their rights and represent their interests
Adult social care	Personal care and practical help for adults who have care or support needs due to age, illness or disability to help them live their lives as independently as possible
Carer	Someone who provides unpaid support to a family member or friend who cannot manage without this help
Clinical Commissioning Group (CCG)	A group of GP practices in the same area that have joined together to buy, change or discontinue services for the benefit of their patients and others living in the local area. Most of the health services you might expect to get through your GP practices will need to be organised by the CCG
Commissioning	Process the Council uses to plan and buy services for adults with care and support needs
Comparator group	The London boroughs in our group are: Barking and Dagenham, Bexley, Brent, Enfield, Greenwich, Hackney, Haringey, Havering, Hounslow, Lewisham, Merton, Newham, Southwark, Sutton, Redbridge
Direct payment	Money paid from the Council to people who have been assessed as needing care or support to help them buy it and be in control of those services
Extra care housing	A type of housing which helps people to maintain their independence; it provides a range of housing and care/support services tailored to meet individual needs available 24 hours a day, 7 days a week. The amount of care provided at any time can be flexible to accommodate fluctuating needs
Fair Access to care criteria (FACS)	Government guidance for councils to help them decide who can receive adult social care services
Health and Wellbeing Board	The Health and Wellbeing Board is a statutory committee of the Council and brings together senior leaders from the local NHS, the Council's Adult Social Care service, Healthwatch and the voluntary and community sector to improve health and wellbeing and reduce health inequalities locally

Term	Description
Health and Wellbeing Strategy	The Health and Wellbeing Strategy is a statutory requirement which sets out how the Council and other partners on the Health and Wellbeing Board will improve health and wellbeing in their area. The Barking and Dagenham Health and Wellbeing Strategy is available at: http://www.lbbd.gov.uk/Health/Documents/FinalHealthAndWellbeingStrategy.pdf
Healthwatch	The organisation set up to strengthen the voice of social care users, carers, patients and the public
NHS East London Foundation Trust	North East London NHS Foundation Trust (NELFT) provides mental health and community health services for people living in the London Boroughs of Waltham Forest, Redbridge, Barking & Dagenham and Havering, and community health services for people in south west Essex
Outcomes	The changes, benefits or other results that happen as a result of getting support from social care
Personal assistant	Someone who is employed by an individual with care or support needs, who is in receipt of a personal budget to undertake a wide range of care and support tasks
Personal budget	Money allocated from the Council to someone to buy their own care and support following a social care assessment under the FACS criteria
Personalisation	Personalisation is the process of enabling people to be more in control of the services they receive. Every person who receives support, whether funded by Adult Social Care Services or by themselves, will have choice and control over the shape of that support
Provider	An organisation the Council funds or “commissions” to provide adult social care on its behalf
Review	Regular review of a person’s needs to make sure their care and support plan meets their needs
Safeguarding	The process of protecting vulnerable adults from abuse or neglect.
Self-directed support	Support that a person chooses, organises and controls to meet their needs in a way that suits them

Questionnaire

We would like you to hear your views about Adult Social Care in Barking and Dagenham and your feedback on this Local Account. We will use your feedback to inform our services, as well as shaping our Local Account for 2014/15.

You can tell us what you think by:

- Completing our online questionnaire on the 'Local Account' page on the Care and Support Hub website: <http://www.careandsupport.lbbd.gov.uk>
- Emailing your feedback and completed questionnaire to marketdevelopment@lbbd.gov.uk
- Post to: Integration and Commissioning team, Room 218, Barking Town Hall, 1 Town Square, Barking, IG11 7LU

This questionnaire will be open for responses until 31 March 2015.

1. Are you filling in this survey as a:

	Please tick one
Service user of adult social care services	
Carer of an adult social care service user	
Local resident (non service user or carer)	
Provider of social care locally	
Other (please write in):	

2. What adult social care services do you use and how regularly do you use them? (please write in)

**3. What do you think about adult social care services in Barking and Dagenham?
(please tick)**

Unsatisfactory	Acceptable	Good	Excellent	Undecided

Please give us reasons for your answer

4. How do you think adult social care services can be improved? (please write in)

5. What did you think about the Local Account 2013/14?

Please rate the Local Account with a scale of 1-5 where 1 is strongly disagree and 5 is strongly agree

	informative	interesting	easy to read	easy to understand
The main Local Account document is:				
The key summaries (older people, learning disabilities, mental health, carers and physical disabilities and sensory impairment) are:				

Please give us any additional feedback below

6. How do you think the Local Account can be improved for next year?

About you

To help us check we are getting the views of as many people as possible and that everyone is treated fairly, we would like to know a bit about you. We won't share the information you give us with anyone else. We will only use it to help us make decisions and make our services better. If you would rather not answer any of these questions, you don't have to.

Please circle your answers below

Q1. Age

- Under 20
- 20 – 39
- 40 – 60
- Over 60

Q2. Gender

- Male
- Female

Do you identify, or have you ever identified, as Transgender?

- Yes
- No

Q3. What is your ethnic group?

A. White

- English / Welsh / Scottish / Northern Irish / British
 - Irish
 - Gypsy or Irish Traveller
 - Any other White background, write in:
-

B. Mixed / multiple ethnic groups

- White and Black Caribbean
 - White and Black African
 - White and Asian
 - Any other Mixed / multiple ethnic background, write in:
-

C. Asian / Asian British

- Indian
 - Pakistani
 - Bangladeshi
 - Chinese
 - Any other Asian background, write in:
-

D. Black / African / Caribbean / Black British

- African
 - Caribbean
 - Any other Black / African / Caribbean background, write in:
-

E. Other ethnic group

- Arab
 - Any other ethnic group, write in:
-

Q4. Do you consider yourself disabled?

Visual impairment

Speech impairment

Wheelchair user

Mental health issues

Hearing impairment

Restricted mobility

Learning difficulty

Other hidden impairment (please state):

Q5. Are you a carer?

A disabled person within your family

Older family member

Child/ren under 14 years

Q6. What is your religion?

No religion

Christian (including Church of England, Catholic, Protestant and all other Christian denominations)

Buddhist

Hindu

Jewish

Muslim

Sikh

Any other religion, write in:

Other (please state):

Q7. What is your sexual orientation?

Heterosexual („straight“)

Gay man

Lesbian

Bisexual

Other (please specify):

Appendix 1 - Detailed Adult Social Care performance in 2013/14

Following the key highlights of Adult Social Care performance above, please see below for detailed performance information, split into the four priority themes of the Health and Wellbeing Strategy.

Please note that comparator group and London data for 2013/14 will not be published until December 2014 and therefore we are unable to include this information at the current time. Instead, we have included the 2012/13 data for London and the comparator group to give a provisional snapshot of benchmarked performance. Once the data is published in December 2014 this section will be updated with 2013/14 figures for the comparator group and London.

Table 4: Performance measures split into the Health and Wellbeing Board priority themes

Care and support					
Performance measures	Barking and Dagenham		Comparator group	London	Comment
	2012/13	2013/14	2012/13	2012/13	
Social care related quality of life (average based on responses to eight questions in Adult Social Care survey)	18.0	19.2	18.3	18.3	Improving – in comparison to 2012/13, slightly above comparator group and London averages
Proportion of people who use services who have control over their daily life shown as a %	69.8	72.3	70.2	70.9	Improving - in comparison to 2012/13, slightly above comparator group and London averages
Number of social care users who receive self-directed support as a % of all clients	42.1	60.6	64	63.9	Improving – in comparison to 2012/13, below comparator group and London averages
Number of social care users who receive direct payments as a % of all clients	18.9	30.5	20.1	19.5	Improving – in comparison to 2012/13, above comparator group and London averages

Care and support					
Performance measures	Barking and Dagenham		Comparator group	London	Comment
Percentage of adults using services who are satisfied with the care and support they receive	56.8	65.0	59.2	59.3	Improving – In comparison to 2012/13, above comparator group and London averages
Number of people aged 65+ admitted in permanent residential & nursing care placements per 100,000 population	871	697	526	478.2	Improving – In comparison to 2012/13, worse than comparator group and London averages (a lower number is good)

Protection and safeguarding					
Performance measures	Barking and Dagenham		Comparator group	London	Comment
	2012/13	2013/14			
Proportion of service users who feel safe shown as a %	49.6	73.2	60.3	60.5	Improving – in comparison to 2012/13, better than comparator group and above London average
Proportion of service users who say that those services have made them feel safe and secure shown as a %	75.3	76.3	75.9	73.9	Improving – in comparison to 2012/13, better than comparator group and above London average

Improvement and integration of services					
Performance measures	Barking and Dagenham		Comparator group	London	Comment
	2012/13	2013/14	2012/13	2012/13	
Number of delayed transfers of care from hospital which are attributable to adult social care per 100,000 population	4.4	1.1	2.7	2.6	Improving – In comparison to 2012/13, better than comparator group and London average (a lower number is good)
Proportion of people aged 65+ living at home 91 days after leaving hospital shown as a %	91.5	88.3	84.3	85.3	Declining – in comparison to 2012/13, slightly above comparator group and London averages

Prevention					
Performance measures	Barking and Dagenham		Comparator group	London	Comment
	2012/13	2013/14	2012/13	2012/13	
Proportion of service users and carers who find it easy to find information support shown as a %	66.0	71.2	68	68.3	Improving – In comparison to 2012/13, slightly above comparator group and London averages
Proportion of service users that said they have as much social contact as they want with people they like shown as a %	38.4	47.6	This was a new indicator for 2013/14 so historical data is unavailable.		
Proportion of adults with a learning disability in paid employment shown as a %	5.4	6.7	8.8	9.1	Improving – in comparison to 2012/13, below comparator group and London averages
Proportion of adults with a learning disability who live in their own home or with family shown as a %	77.8	85.3	71.8	68.1	Improving – in comparison to 2012/13, above comparator group and London averages
Proportion of adults in contact with secondary mental health services in paid employment shown as a %	3.0	3.0	6.3	6.9	Static – in comparison to 2012/13, below comparator group and London averages
Proportion of adults in contact with secondary mental health services living independently with or without support shown as a %	91.6	91.5	79.2	79.4	Static – in comparison to 2012/13, above comparator group and London averages