



Physical Disabilities and Sensory Impairments

Who used our services in 2013/14?

- An estimated 4.5% (7650) of the local population has significant sight impairment; the proportion rises to over 20% of those aged over 75, however not all of these people will be eligible to receive services
- 561 people with physical and sensory disabilities are receiving services
- 289 clients with physical and or sensory disabilities (aged 18-64) were in receipt of direct payments in 2013/14.
- 383 adapted their home to meet their needs last year, 117 of these people received an adaptations grant through a direct payment.
- 1133 people attended 'Inclusive for Life' sports and activity sessions in 2013/2014



An event during Deaf Awareness Week

£4.1m was spent on services for people with physical disabilities and sensory impairments

What services are there in Barking and Dagenham for people with physical disabilities or sensory impairments?

- One of the most significant, practical solutions to supporting residents with disabilities is through **adaptations** that are made to their home to meet their needs. We have a number of different adaptations schemes, including our Major Adaptations Scheme detailed below.
- The Council's approach to supporting people with **sensory impairments** continues to be proactive in raising awareness of sight and hearing loss, promoting services and preventive options, and creating strong professional networks.
- A multi-agency **Vision Strategy Group** has been set up to provide strategic direction on how the Borough as a whole comes together to work on eyecare and vision issues for our residents. The Council chairs the group, but it is also attended by local Optical Committee representatives, local voluntary sector organisations, our Community Learning Disability Team and carer representatives.
- The Council supports the **TaxiCard and Dial-a-Ride** schemes which provide important services for those residents who have trouble getting out and about because of a disability or mobility problems.
- The Council commissions a number of other services to help support people with physical disabilities and sensory impairments. These include:
 - **Disabled Go** - an online access guide for the Borough providing information on around 1,000 venues across Barking and Dagenham
 - **Translation and Interpreting Services** - The Council has a shared services arrangement for translation and interpreting services with Newham Language Shop, which includes services for residents who are deaf and visually impaired. The service is used as required by managers in the Council, usually in front-line services such as Adult Social Care.

We also support and work with a number of other organisations and micro-enterprises who provide support for disabled people in the Borough. The **Disablement and Information Line (DIAL)** also offers advice and information over the phone on all welfare rights and benefits and can help residents in Barking and Dagenham complete their claims with form filling and other advice and information.

Do you agree with what we have said?

Take part in our Local Account questionnaire and tell us what you think!

What do people with physical disabilities and sensory impairments think of Adult Social Care services?



Based on the 2013/14 Adult Social Care survey:

- 67% of people with physical disabilities felt that they had as much control over my daily life as they want and adequate control over their daily lives
- 60% of people with physical disabilities said they felt as safe as the want; 64% said that care and support services made them feel safe
- 58% of people with physical disabilities said they were 'extremely satisfied' or 'very satisfied' with the care and support they receive
- 48% of people with physical disabilities found it easy or very easy to find information and advice about support, services or benefits
- 37% of people with physical disabilities felt that they have as much contact as they want with people they like

People with physical disabilities feel reasonably in control of their lives, safe and satisfied with the services they receive. More work is needed to improve access to information and advice and increase opportunities for socialising. Our plans for 2014/15 will focus on these issues.

During the consultation on this edition of the Local Account, one resident raised a concerns with us that they felt that there needed to be more 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.

How did we perform in 2013/14?



- 383 adapted their home last year to meet their needs. 128 adaptations were undertaken in 2013/14 via the boroughs major adaptations direct payments scheme
- 289 clients with physical and or sensory disabilities (aged 18-64) were in receipt of direct payments in 2013/14.

What did we achieve in 2013/14?

- ✓ Launched the '**Care and Support Hub**', our new Adult Social Care website - <http://careandsupport.lbbd.gov.uk/> - which helps service users to have more information, choice and control over their social care services.
- ✓ The Council has done a great deal of work to look at equipment and adaptations to assist people with daily living in their home. This has included developing the retail market in equipment and assistive technologies, and training numerous retailers around assistance equipment and accrediting them as safe and knowledgeable providers.
- ✓ Importantly our **Major Adaptations Direct Payments Scheme** has been a great success! Service users receive a direct payment to arrange their own adaptations, which mean that they get the adaptation that they want within their own home. Grants of up to £4,000 have been given to local people for showers, downstairs toilets, ramp access, stair lifts and lighting for visually impaired people. 117 people were given a major adaptation direct payment to undertake adaptations to their home. A further 266 people made adaptations to their home through grants from the Council, including adaptations to Council houses and funding through the Disabled Facilities Grant.
- ✓ Events were held for **Deaf Awareness Week, World Sight Day and Eye Health Week** in the Borough in which we promoted our local services and our strategies, like our local Vision Strategy.
- ✓ As part of the national UK Vision 20/20 organisation, Barking & Dagenham **won a poster competition** describing the implementation of our local Vision Strategy.



What did we achieve in 2013/14? (continued)

- ✓ The **'Inclusive for Life'** project being taken forward by our Sports and Leisure service aims to increase the numbers of disabled people who are engaged in sports and leisure activities. The project aims to increase levels of participation, increase the numbers of sporting opportunities available, raise awareness and encourage existing clubs to become more inclusive. The project works closely with day centres and community groups to ensure the sessions that are being provided are what the service users want and need them to be. There are lots of sessions and activities already available for disabled people in the Borough including inclusive athletics, cycling, and dance sessions, and sessions specifically for adults with a sensory, learning or physical disability including football, boccia and multi-sport sessions at Becontree Heath Leisure Centre.
- ✓ The residents of **Lodge Avenue**, a supported living scheme which has a range of fully accessible living accommodation for people with a physical disability, have pooled their budgets to pay for care and support which has enabled them to use the money they have saved to spend on activities such as going to the cinema, football or saving to go on holiday with carer support.
- ✓ The Council gave a pump priming grant to the **VIPERS** (Visually Impaired People Embracing Recreation and Sport), a user group of people with visual impairments. The group meet monthly at Dagenham Library and are consulted with regarding issues and relevant services.
- ✓ The Borough was also instrumental in setting up and supporting **East London Vision (ELVis)**. ELVis is a user-led organisation designed to provide an effective and efficient way of ensuring that vision impaired people living in East London get the support and services they need. It is an umbrella organisation with voluntary sector, user led representation in each of the east London Boroughs, including Barking and Dagenham.



Examples of our plans for 2014/15

- Following the feedback that we received in the Adult Social Care Survey, we will be working to improve access to our information and advice provision and increase opportunities for socialising for people with physical disabilities. A lot of this work will be undertaken under our response to the Care Act.
- Retender our Translation and Interpreting Service in November 2014 as the contract comes to an end in March 2015.
- A Magnifyer and Lighting workshop will regularly take place in one of our local libraries for residents with visual impairments to provide help and support around magnifying and lighting issues.
- Continuing to support local voluntary sector and user-led groups, including ELVis in its development of an East London Vision Strategy, and supporting the VIPERS.
- The Borough's Access Group is going to be refreshed in 2014/15. The Access Group is made up of local volunteers with knowledge of access and disability issues. The group will work with a range of organisations and policy makers to make buildings, roads, transport, information, Council and health services more accessible to everybody.
- The Borough's Select Committees undertake investigations into a topic in which they scrutinise and challenge local services and talk to service users to understand their experiences. At the end of their investigations, the Select Committee makes recommendations to improve service provision in that area. Two of the Select Committees will be undertaking scrutiny reviews in physical disabilities and sensory impairments in 2014/15 – the Safer and Stronger Select Committee will be conducting an investigation into disabled parking, and the Health and Adult Services Select Committee will be undertaking a scrutiny review into sight loss.