Newham’s Local Account for Adult Social Care: How are we doing?

April 2010 – September 2011
We have great pleasure in welcoming you to Newham’s first ‘Local Account’ for Adult Social Care. It sets out the changes that have been made in Adult Social Care, the things that Newham does well – and those that Newham does not do so well and where we need to improve and what our priorities are for the future.

The Mayor and the Council have a vision for Newham and that is to make Newham a place where people choose to live, work and stay. We are committed to ensuring that the health of people in Newham will become as good as the London average and that the quality of our services will become as good as anywhere in the country.

We want to encourage and support people and communities to be resilient: helping people to lead independent lives, improve their lifestyles and to be confident and able to participate in community life.

Newham Council can’t solve this alone. We continue to work closely with our partners including the NHS, the voluntary sector, care providers and you, as customers or carers. We jointly sit on the Shadow Health and Wellbeing Board for Newham and work closely with many of our partners in Health and the Voluntary sectors.

This publication has been shaped by the views of carers and those receiving services and builds on the consultation work done by our colleague Cllr Joy Laguda. Those views will in turn feed into the changes we are making in Adult Social Care.

This year has been one of enormous change brought about by external pressures on funding streams and organisational change. There is always a risk that at these times individuals and organisations may lose their focus on key priorities. This Local Account is part of how we are making sure that we are keeping this focus in Newham.
We are proud of the achievements that we have made in the last 18 months in adult social care, which include:

• Providing a service to 5,400 Newham residents and their carers where 86 per cent of people told us they were satisfied with their service;
• Increasing the number of people managing their own care with Self Directed Support to 33 per cent;
• Helping 280 people become more resilient through our new enablement service, including over 160 people who no longer needed any social care help as a result;
• Helping more than 450 people who had safeguarding concerns.

These achievements are in the face of unprecedented financial challenges upon our budgets, at a time when we are facing rising expectations and an increase in the numbers of people approaching us for social care support.

This document aims to put you more in control of what happens to Adult Social Care in the future. It gives you a chance to judge for yourself whether you think we are doing the right thing and to let us know what you want.

We hope that the information in this Local Account will help you to become more involved in Adult Social Care decision-making in the borough.

We want to thank all the people of Newham who have attended consultation events, completed surveys or sent in suggestions for improvements. Your contributions have been vital in helping us shape and improve our services. Finally we would also like to thank all the staff and partners involved in delivering and improving Adult Social Care in Newham.

Cllr Clive Furness
Executive Member, Health
Ward Member, Canning Town North

Councillor Riaz Mirza
Executive Member, Safeguarding and Corporate Parenting
Ward Member, Boleyn
# Table of Contents

Foreword from Councillors Clive Furness and Riaz Mirza ................................................. 2

0 Introduction .................................................................................................................. 6
   0.1 Newham’s Local Account .................................................................................. 6
   0.2 About Newham .................................................................................................. 7
   0.3 Who uses Adult Social Care? ............................................................................ 8
   0.4 How much do we spend on Adult Social Care? .................................................... 8
   0.5 Some of the challenges we are facing ................................................................. 9
   0.6 Some examples of changes we are making ....................................................... 10
   0.7 What you will find in this document ................................................................. 11

1 Outcome one: You are independent and have a good quality of life ......................... 12
   1.1 Giving you as much choice and control as you wish over your care and support needs ........................................................................................................ 12
   1.2 Helping you to live independently .................................................................... 16
   1.3 Helping you to be active citizens ...................................................................... 24

2 Outcome two: You find it easy to get the care and support you need from health and social care ................................................................. 29
   2.1 You have a positive experience of care and support services ................................ 29
   2.2 Users and carers experience a seamless and holistic service from health care and support services .............................................................. 34
   2.3 The care and support marketplace in Newham is resilient and both meets and is responsive to the needs of the population ................................ 36

3 Outcome three: You feel safe and protected from avoidable harm ......................... 39

4 Engaging with you ...................................................................................................... 46
   4.1 What does this mean for you? ............................................................................ 46
   4.2 How do we currently engage you? ...................................................................... 46
   4.3 Customer led groups we work with .................................................................. 47
   4.4 How we engage you in decision making ......................................................... 49
   4.5 Advocacy and co-production .......................................................................... 51
   4.6 Comments and Feedback on this Local Account ............................................. 52

5 Summary of performance ........................................................................................... 53

6 Summary of priorities ................................................................................................. 58

7 Glossary and acronyms .............................................................................................. 65
0. Introduction

0.1 Newham’s Local Account
Welcome to Newham’s first Local Account for Adult Social Care. This is a new way for us to tell you what we have done to support adults whose circumstances make them vulnerable, how well we have done it, where we need to do better, and what we are planning to do to improve things.

Previously, an organisation called the Care Quality Commission (CQC) looked at the performance of all councils who provide Adult Social Care and published an annual statement telling us where they thought we could improve. Government has now asked all councils to produce a Local Account instead. The Local Account is a way of engaging Newham’s residents about our Adult Social Care performance and providing you with information so you can hold us responsible if you think we are not doing well enough.

The government expects us to produce our first Local Account towards the end of 2012. But we think that this is an important part of our commitment to you and we need to make sure it works well. That is why we have decided to produce a Local Account early this year as a ‘test run’, so that you have a chance to tell us what you would like to see in the document in the future. This Local Account covers the period from April 2010 to September 2011, an 18 month period (although some performance information was only available up to 31st March 2011). In future, the Local Account will cover a period of one year.

We held two consultation events with residents using adults social care services, carers, and people who provide adult social care services in November and December 2011. We asked what they thought of the information in the draft Local Account, and how they should be engaged in the future. The views of participants have helped to shape and structure this report, our priorities going forward, and will also help us design better ways of engaging with people in the future. The feedback from these two events can be found at the following website: http://www.newham.gov.uk/HealthAndSocialCare/

London Borough of Newham is taking a new approach to how we support our community. Our ‘Resilience’ agenda is about helping residents to do things for themselves, rather than doing things for them. We will help you to gain independence, and have access to the right information and resources that will allow you to deal with and overcome the challenges you may experience.

Nationally, Adult Social Care has been moving towards this approach for some time now, and, in Newham, we have been re-organising our services to provide care in a different way. Our new model is designed to help you become more independent and to put you in charge of your own care. These themes run throughout this report, putting resilience and choice and control at the centre of the services we provide.

0.2 About Newham

Newham is an exciting and rapidly changing borough to live and work in. But there are a lot of problems with poverty, worklessness and ill health. This short section looks at some facts about Newham and its population.

In total, it is estimated that nearly 300,000 people were living in Newham during 2011 and this is expected to increase to 325,000 by 2021, the second biggest population increase in London. Because the population is increasing so rapidly, we expect there to be an increase in the number of people who need social and health care support and we need to plan our services with that in mind.

In England and Wales Newham has:
- The youngest age structure with the second lowest proportion of the population over the age of 65
- The largest average household size
- The most ethnically diverse community (over 70 per cent of the population are from black, Asian and minority ethnic groups) with over 200 languages and dialects spoken in the borough.

Because people are more likely to develop health and social care needs as they get older, we might expect that Newham’s relatively young population would mean that fewer people here need help. But, in the 2001 census, for every age group Newham had more people with limiting long term illnesses than the average across London. Also, in 2011, more people of working age in Newham were claiming disability or incapacity benefit than the London average. This means that, in each age group, there are likely to be more people living in Newham than average who need social and health care support.

Newham is also a very poor borough:
- We are the fourth most deprived area in the country and the second most deprived in London.
- Almost a third of all households in Newham are living in poverty.
- Estimates show that, in Newham, only 54 per cent of people aged 18 – 64 are in work and, when they are working, are much more likely to be in manual jobs or low paid jobs in the service industries.
- In 2009 38,800 households in Newham were living in unsuitable housing. The most common reason was overcrowding.

Poverty and worklessness are more likely to affect people with disabilities, people with a limiting long term condition and older people. This means that people who need social care are also more likely to be living in deprived circumstances. This is particularly the case in Newham because of the extent of deprivation in the borough. This can make helping people with social care needs harder as their housing may be inappropriate, they may not have the money they need to buy ordinary things themselves, and they may find getting into work harder.

0.3 Who uses Adult Social Care?
Between 1 April 2010 and 30 September 2011 there were over 5,400 people who received a social care service. Of these people:
- More than half were women
- Most were aged 65 and over (including nearly half who were aged 75 and over)
- More than half were from black, Asian or other minority ethnic groups

During this time:
- One in five had a residential or nursing care service
- One in five received a direct payment or cash payment as part of their Individual Budget
- Half received a home care service
- Nearly one in five received a day care service
- One in three also received other community services including respite, meals and transport.

Some people received more than one service during the period.

0.4 How much do we spend on Adult Social Care?
In 2010/11 Adult Social Care expenditure in Newham accounted for nearly £100 million pounds. This is around a third of the Council’s annual budget.

The table below shows how this money is shared between people with different needs. There is also a budget for Supporting People which is a grant programme that provides local housing related support services to help vulnerable people live independently at home, and therefore helps a wide range of people.

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<thead>
<tr>
<th>Client group</th>
<th>Investment</th>
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<tr>
<td>Mental Health</td>
<td>£10,243,783</td>
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<td>Older People</td>
<td>£38,006,183</td>
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<tr>
<td>Physical Disabilities</td>
<td>£10,511,771</td>
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<tr>
<td>Learning Disabilities</td>
<td>£27,982,910</td>
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<tr>
<td>Substance Misuse Services</td>
<td>£864,600(^1)</td>
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<tr>
<td>Supporting People</td>
<td>£11,163,815</td>
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<td><strong>TOTAL</strong></td>
<td><strong>£97,908,462</strong></td>
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To view the Council’s Statement of Accounts which outlines total council expenditure, please use this link:
http://www.newham.gov.uk/YourCouncil/FinancialManagementAccountancyAndPensions/StatementofAccounts.htm

\(^{10}\)This does not include: people who just received information and advice; people who received a carers service; people who received housing related support.  
\(^{11}\)This only represents the Council’s contribution to funding substance misuse and does not include national or local funding: including the Adult Pooled Treatment Grant; Drug Intervention Programme and the Primary Care Trust.
0.5 Some of the challenges we are facing

Over the past two years, there have been major changes which have affected how we plan and deliver social care to eligible adults. These include:

- **Changes in the National Health Service.** Local Councils are to have greater responsibility for health and social care integration, lead on public health, have a key role in patient advocacy and complaints, and will use their expertise to assist with the commissioning of services, such as mental health.

- **Changes in the population.** People are living longer with chronic conditions which means that there are more people needing care and support for a longer time.

- **The Government’s Comprehensive Spending Review.** This means that we now receive less government money and we have to make some tough decisions about what we can afford to spend money on.

- **The Council’s new ‘resilience’ agenda.** This aims to support local people to be as independent as possible and develop their ability to cope better with difficulties they may face in life. This is work we have already been doing in Adult Social Care and are going to be doing more of in the future.
0.6 Some examples of changes we are making

We have been working to improve the way that you get the social care support that you need by:

• Giving you more choice and control over how the money available for your social care and support is spent.
• Preventing and delaying the need for longer term and on-going care and support by providing you with timely and targeted help.

Some examples of the changes we are making include:

• **Personalisation.** This is putting you more in charge of your own care and support. Instead of a traditional care package, if you have an eligible social care need, you will now have control over the money the council spends on you, in the form of Personal Budgets.

• **Prevention and early intervention.** Putting money into services such as equipment, carer support and our new “enablement” service which will delay the need for long term support.

• **Integration, partnership and market development.** We continue to work more closely with the NHS and other support services in order to make things easier for people who may have to use more than one service to meet their needs. We are working to ensure that there are lots more local organisations and businesses which can provide different types of care to meet different types of social care needs.

• **Fairness.** We meet the total costs of most non-residential care, and heavily subsidise other non-residential services. In fact until 2011 we were one of only two local authorities in the country who didn’t charge. With more people needing help and less money to spend we have had to introduce a charging policy for community care and personal budgets. This is considered as the fairest way to ensure that the most vulnerable people can still access care, and that those people who receive benefits to pay for their care use these funds to support their needs.
0.7 What you will find in this document

We think it is more important to look at the impact the work we do has, rather than just give you the total numbers of people we see. We have therefore organised this report in the form of ‘outcomes’.

An outcome is an impact on a person or population that is:
• planned
• positive
• can be said to be because of the service

The outcomes we are aiming to achieve for you are based both on our local priorities in Newham (informed by your views), as well as the national agenda, which is set out in ‘A Vision for Adult Social Care’. You can find this document on the internet at: http://www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationsPolicyAndGuidance/DH_121508

These outcomes are:

Outcome 1. You are independent and have a good quality of life. This involves:
  1.1. Giving you as much control as you wish over your care and support needs.
  1.2. Helping you to live independently.
  1.3. Helping you to be active citizens.

Outcome 2. You find it easy to get the care and support you need from health and social care. This means:
  2.1. You have a positive experience of care and support services.
  2.2. Users and carers experience a seamless and holistic service from health care and support services.
  2.3. The care and support marketplace in Newham is resilient and both meets and is responsive to the needs of the population.

Outcome 3. You feel safe and protected from avoidable harm.

Under each outcome this document tells you what we have done to achieve it in 2010/2011, how effective this has been (performance information) and what the future priorities are for 2012 and beyond. We have also provided information on how we engage with you.

We know that in some areas we don’t currently measure enough of the right things for you to know whether the outcomes have been achieved. Therefore we are developing a system to better measure the impact our services have on your lives and on the wellbeing of the population. We call this our ‘Outcomes Framework’. In future we will use this to give you an even better picture of the outcomes of the services provided.
1. Outcome one: You are independent and have a good quality of life

Older people, disabled people or individuals with a chronic illness have the right to enjoy their lives, remain active citizens and make their own decisions. This section looks at how we are working to achieve that.

1.1 Giving you as much choice and control as you wish over your care and support needs

In the past the same sort of services used to be given to everybody who needed help, regardless of what they, themselves, felt they wanted or needed. This is not the way we want to do things. We think you are the best judge of what support you need and so making sure you have more choice and control over how we assist you is an important priority in Newham.

In a 2011 survey of our adult social care customers, 65.2 per cent said they had control over their daily life\textsuperscript{12}.

Compared to other councils, Newham had a relatively lower proportion of people who said they had control over their daily lives. We need to do more to help people get control of their lives and we have been working on this. We have introduced Personal Budgets to give you the freedom to choose your own care and support. We now offer these as people’s first choice when they come to us for care and support services.

This kind of support is called “Self Directed Support”. It involves finding out what is important to people with social care needs and their families, and helping them plan how to best use the available money. We are using this as a model for all the care and support we provide to people who are living in their own homes. If you are eligible for social care funding, in most cases you can decide which of the following three options is best for you:

- Cash payments so that you decide where to spend the money to help you.
- Independent managed accounts where we give the money to another organisation who will organise the care and support that you want for you.
- Managed accounts where you ask us to organise and manage your care and support.

\textsuperscript{12}Source: Adult Social Care Survey 2010-11.
In 2010-11, 33 per cent (one in three) of community based adults social care customers in Newham received Self Directed Support, including 19 per cent (one in five) who managed their own care with cash payments\textsuperscript{13}.

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<td>The national target in 2010-11 was:</td>
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<td>Our local target in 2010-11 was:</td>
<td>35%</td>
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<td>Our target in 2011-12 is:</td>
<td>50%</td>
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The national target was to have 30 per cent of all eligible customers on Self Directed Support by April 2011. Most other local authorities didn’t manage to do this, but with your help we did, although we didn’t quite make the 35 per cent we had set as our local target. We are in the top half of councils in the country for providing Self Directed Support and we are one of the best for the number of people getting cash payments. However we know we can do more and we are aiming to get everybody who is eligible and receiving a social care package in the community onto Self Directed Support by April 2013. We know we have to do a lot more work to achieve this and some of the things we are working on are described below.

Across Adult Services we have been raising awareness of personal budgets over the last year. For example, Mental Health Services (which are delivered in partnership with the East London Foundation Trust) held a series of workshops among staff and an ‘Individual Budget Champion’ has been identified whose role is to offer guidance and advice to colleagues.

Helping you to manage your own support

We know that an important part of introducing Self Directed Support is making sure you have the help you need to manage your own care. Since January 2011 we have made support available from a wide range of independent local community organisations to assist you with planning your own support, managing your money and issues like employing your own personal assistants, as well as general information and guidance regarding the self-directed support process.

However, we have found that the full range of support available has not been used as widely as it should have been. We asked providers why they thought that was and they said that we weren’t very good at referring you to the support that they provide. So that we do better in the future we are taking another look at what is provided and what is needed and will be talking closely with both providers and you, our customers, to come up with better ways of doing this. This will include providing more information on what is on offer and working with providers to figure out ways to better promote their services.

\textsuperscript{13}This Source: Referrals, Assessments and Packages of Care statistical return 2010-11.
Focussing money on meeting individual needs
As people are given more control over which services they choose to purchase, some traditional services may no longer be right for what people want and need, or they may not offer value for money. During 2010/11 we reviewed the services that we provide directly in terms of the quality, value for money and outcomes they achieve, to make sure that the money we spend on social care is being used in the best way possible.

These reviews and the consultations that followed led to us closing two residential care homes for older people (Rawalpindi House and Greengate Lodge) and a day centre for disabled people (The Greenhill Centre) during 2011. These decisions were based on: the cost per person compared with similar services provided elsewhere; value for money; and expected current and future demand for the services. Money was then freed up so individuals could then make their own choices about the services they purchased in line with new support plans.

The closure of these services has allowed us to use the money tied up in the buildings and the services to be used to meet people’s needs in a more personalised way. We are now looking at the other services we provide in house to see whether they are right for the future.

We are also going to be reviewing our day care services for older people to make sure that all our customers are able to choose the most appropriate support for their needs at the best value for money.

Improving the quality and choice of care and support available in Newham
Most social care support that people receive is funded by the Council but delivered by other organisations. To give you more control over your own care and support we think it is important that you have a real choice over the services you receive and where you can buy them from. This means that we need to make sure there are lots of organisations in Newham who provide a wide range of good quality care and support services that can meet your personal needs, and provide value for money.

Our work to improve the quality and choice of care and support available to you is described under section 2.3 which describes what we are doing to make sure that the care and support marketplace in Newham is resilient and both meets and is responsive to the needs of the population.

Providing information advice and guidance (IAG) on the support available to you
We think an important part of putting you in control of your own care is to make sure you have all the information you need easily available. In August 2011 we launched a new system of Information, Advice and Guidance on the Newham council website. This can be reached via the main Council website at http://adultsocialcare.newham.gov.uk. We tell you more about this in section 2.1 which describes how we have improved access to the information and support that you need to make sure that you have a positive experience of care and support services.
During 2012 we will listen to what you tell us about our website and we will be making further improvements to continue to develop it to make sure that it is accessible and that it provides you with the right information, advice and guidance that you need in order to be as independent as possible and to choose the right care and support to meet your needs.

We will also ensure that social care and support staff are fully aware of the website and what it can offer you, so that they may advise you better and use it as an information resource themselves.

Improving advocacy services
Advocacy is independent support to help you make informed decisions, secure your rights and challenge discrimination. We believe it is very important in helping you to have as much choice and control as you wish over your care and support needs.

We have had a range of advocacy support in Newham for many years, particularly for people with learning disabilities and older people. These contracts were due to end this year. We wanted to make sure that the new services offered the best support possible, so last year we began to talk to you about what was important for advocacy, what was working well and what the gaps were.

Following the consultation, we commissioned four new services which took into account your feedback, including individual advocacy for carers and for disabled people which had been highlighted as a current gap. During 2012 we will also be planning training for user and carer representatives in order that they feel confident and empowered to take active roles on partnership boards to shape future services.
Personalised care within Mental Health services
The Mental Health service in Newham is an integrated service delivered by the East London Foundation Trust working in partnership with the Council. The Mental Health Service aims to ensure meaningful participation of service users, their carers and families in the shaping, delivery and evaluation of their care and the future direction of services. Every person allocated to a mental health team has a named care co-ordinator who works with them to develop a care plan which is reflective of the needs and wishes of the service user and includes reference to education, employment and social life.

In October 2011 personalised care plans were introduced and all service users were invited to write their own care plan detailing their aspirations and wishes and the care they would like to receive during a crisis.

There is a ‘Working Together’ group where service users, carers and staff meet together to discuss areas of common interest and issues arising from their care and the services they access.

Services for older people (those aged 65 years and over) with serious mental illnesses, such as severe depression, schizophrenia and bipolar disorder, are provided for by the Functional Mental Health Services for Older People. This service currently provides case management for 150 people. Two thirds of clients (66 per cent) within this service have a first person care plan, which is indicative of a drive towards service users taking control of their own care and treatment.

The Community Mental Health Team has developed a recovery focussed framework for older people with mental health problems. This new approach aims to ensure that our contact with service users is consistent, meaningful and focussed on clients taking control of their treatment and care within the parameters of their illness. Staff have been attending specialist training in Recovery Focussed Interventions and are already putting this into practice. This new approach will be evaluated later this year.

1.2 Helping you to live independently
Adults whose circumstances make them vulnerable have the right to fully participate in all aspects of the community they live in and have control over their own lives. Living independently, instead of in a residential or nursing home, is an important part of this. We provide a range of different options to help you live as part of your community, focussed on giving you the right support at the right time to help you to do so.
In Newham only 44 people per 100,000 in the population (this averages to less than five people living in each ward) went into residential or nursing homes in 2010-1114

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<th>Our local target in 2010-11 was:</th>
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<td>Our target in 2011-12 is:</td>
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Like many of the goals we set ourselves, this was an aspirational target, meaning it was extremely difficult to achieve. We set these high standards because we want to challenge ourselves to raise performance and give you the best service possible. Although we did not meet our target - this rate is a lot lower than many other councils and we are among the best at keeping people living in their own homes. Newham has a young population but even when we look at people aged 65 and over, we are still better than most other councils where a lot of new people go into residential care each year. We are dedicated to trying to keep people living in their own homes as long as possible and these figures show that we are succeeding in this.

There are a number of changes we have made in order to help people to live more independently and we have more work planned towards achieving the target we have set ourselves for 2011-12.

14Source: Adult Social Care – Combined Activity Return 2011.
Providing you with equipment, aids and adaptations that help you to remain living in your own home

We know that providing equipment and minor adaptations is a good way of helping people with permanent and substantial disabilities to continue to stay in their own home. This includes items such as perching stools, bath boards and commodes. Equipment is prescribed to those who have eligible needs following an assessment from a health or social care worker such as an occupational therapist or district nurse. This year we have been improving the way equipment is supplied.

In Spring 2011, we opened an Information, Equipment and Demonstration Area (IEDA) in Newham. IEDA is a fully functioning display room at Chargeable Lane where people can ‘try before they buy’ essential and everyday equipment that will assist them with independent living. Trained staff are on site to provide information, give demonstrations of how equipment can be used safely and assist people to try it out. We have also re-trained IEDA staff to a high standard to provide training in the use of specialist equipment in a person’s own home.

We will fully review how effective this service has been in helping people to live more independently by April 2012. So far there has been very positive feedback from the people who have used IEDA. People have said they are particularly happy with the fact that they have been able to visit IEDA and leave with equipment that instantly changes the way they are able to live at home. Families also appreciate the opportunity to visit with the individual and understand how the equipment works, providing additional support to the person who needs it.

In 2010-11, 99 per cent of equipment was delivered within 7 days\(^\text{15}\).

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We over achieved our 98 per cent target for delivering items of equipment within seven working days in 2010/11, and performance was consistently high throughout the year. To make better use of our resources and reduce overheads we will be introducing a new retail model for the provision of simple items of equipment between January and April 2012. This model is recommended by the Department of Health and has already been successful in London. This new system will mean that rather than the council providing this equipment directly, people will receive a prescription which can be used at an equipment provider (for example; mobility centres, local pharmacies and not for profit organisations) giving more choice to residents about what they can buy. Provision will be made for equipment to be delivered if people are unable to collect it themselves.

\(^{15}\text{Source: Adult Social Care local data, London Borough of Newham.}\)
Helping you do more things for yourself
We think that the more people can do for themselves, the more in control of their own lives they will be, and that being in control of your own life is important for everybody’s health and wellbeing. We have been changing the focus of support you receive in your own home and in the community away from doing things for you, towards supporting you to do things for yourself.

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<thead>
<tr>
<th>Out of all the older people who left hospital during 2010-11, 77 per cent (more than three quarters) were still living in their own home three months after discharge16.</th>
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<td>Our local target in 2010-11 was:</td>
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<td>Our target in 2011-12 is:</td>
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Although we have improved a lot compared to last year’s figure which was just 59 per cent, we are still not as good as other councils and know we must do better. Our newly expanded ‘Enablement Service’ is designed to help keep people independent and living in their own homes for longer and the improvement since the previous year shows it is starting to work.

Our Enablement Service supplies equipment to help people do things themselves and helps people relearn some of the skills or confidence that they may have lost after a long period of illness or a stay in hospital. We set it up in March 2010 working with a smaller group of service users, than expanded it from August 2011 so that anybody who might benefit from it can use it. The service is a short term one, lasting about 6 weeks and all new customers who have eligible social care needs (in Newham these are substantial and critical needs) will receive this. So far we have found that a lot of the people who go through enablement will either have no further need for support, or will need less support afterwards and therefore will be able to carry on living independently for longer. This gives us more money to spend on the people who do still need help.

16Source: Hospital Episode Statistics, 2011.
At the end of August 2011, of the 280 people who had completed a 6 week course of enablement, 59 per cent had no further need for services\textsuperscript{17}.

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<th>Our local target in 2010-11 was:</th>
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<td>Our target in 2011-12 is:</td>
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One of the aims of this service is that 60 per cent of people should come out of the programme with no further need for support and we are very nearly achieving that at 59 per cent. The target is ambitious and we are working with people with substantial and critical social care needs, whom it is harder to make an impact on, whereas some other councils are working with people with only moderate needs.

So far we have been focussing on giving enablement support to new customers. During 2012 and the beginning of 2013 we will make this available to more of our existing customers.

Obviously there are some people with more complex needs who need more help to become more independent. Some of the things we are doing to help them include short term, high level residential support which concentrates on helping people get the help they need so that they can return home and receive more personalised programmes of long term enablement support in their own home.

\textsuperscript{17}Source: London Borough of Newham Statistics, 2011.
Changing the way that we provide support to you in your own home and in the community

We currently have contracts with 11 providers for ‘homecare’ in Newham as well as a range of more specialised arrangements for people with more complex needs. The main contracts were due to end in 2011 but we extended them until the end of September 2012 so that we could properly plan for new services that meet people’s needs both now and in the future, and which are more focussed on supporting you to be independent and do things for yourself, rather than having things done for you. We have been talking with users and carers as well as looking at how other boroughs use home care to support people to maintain independence and remain in their own homes for as long as possible.

In the last home care survey in 2009 you told us about a number of things that were good about the services you currently receive, as well as things that you wanted to change. We have therefore designed a different model of home care based on ‘independent living support’. To get more up to date information about what you think we sent a short survey out to ask people who currently use home care what was important to them and their carers. They told us the following were important:

- Keeping the same care worker.
- Choosing what the worker does and how they do it.
- Choosing regular times.

All of these are key priorities for the new service and will be included in the list of things that we monitor providers against to see how well they are performing. We will continue to ask your opinion on the service you are receiving and this will become an important part of making sure our providers are doing a good job.

We are also looking at how we can better meet the needs of people who receive large care packages, including people who often need more than one care worker to provide support. We will be working with those people and their carers to decide if equipment or adaptations can be provided which will reduce the need for the number of care workers and/or the number of visits each day. This will increase independence and dignity for the service user, and provide support to carers.

Changing our meals and laundry services

We are looking at how we provide meals in the home, meals in day centres and our laundry service for older and disabled people. We don’t think our current services are always value for money or provide you with the choice you need or want. We are currently looking at ideas such as:

- Finding local cafes and launderettes who will offer a delivery service.
- Providing information on lunch clubs.
- Referring individuals to the enablement service to enable them to be more independent in their own home.
- Amending support plans to allow people to receive support at home with meals or laundry as necessary.
Providing housing related support and other forms of independent living

We also help Newham residents to maintain their independence in the community by providing housing related support services through the ‘Supporting People’ programme. The support includes help to improve independent living skills such as cooking, budgeting, paying rent and bills, understanding and maintaining a tenancy.

Out of all adults with a learning disability in Newham, 62 per cent (more than three in every five) are living in settled accommodation in Newham, an improvement on just 54 per cent in 2009-10\textsuperscript{18}.

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<th>Our local target in 2010-11 was:</th>
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<td>Our target in 2011-12 is:</td>
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Out of all adults in contact with mental health services, 82 per cent (more than four in every five) are in settled accommodation, an improvement on just 61 per cent in 2009-10\textsuperscript{19}.

Newham is one of the most housing deprived areas in the country and finding affordable housing in Newham is a struggle for many people. Despite this, Newham is one of the best performing Councils at making sure that people in contact with mental health services are in settled accommodation, and in the middle of all councils for people with learning disabilities. We have worked hard in this area and improved both these figures this year.

The Council currently spends around £11million a year on Supporting People services, but most of the money is going towards accommodation based services rather than services in people’s own homes, and we think that is the wrong way round. In 2012/2013, we aim to support a greater number of Newham residents currently living in short to medium term accommodation to move into homes of their own. We plan to do this by reducing the amount of short term accommodation we provide and increasing the amount of ongoing ‘floating support’ to residents who need it, in their own home.

In 2010 a decision was made to bring all applications for supported accommodation for Mental Health users to the Putting People First Panel. This allows for greater examination of places and every effort is made to support independence and enable people to remain in the community with a support plan wherever possible. Where a placement is agreed a governance plan is put in place to ensure ongoing review. In 2010 we designed a placement agreement document which sets out what is expected of the placement provider and the support which will be offered to the service user to help them stay independent.

\textsuperscript{18}Source: Adult Social Care – Combined Activity Return, 2011. \textsuperscript{19}Source: Mental Health Minimum Data Set, 2011.
Supporting carers to continue in their caring role

During 2010-2011, we provided a carer specific service to the carers of 34 per cent (more than one in three) of people who received a community based social care service following an assessment or review of their needs²⁰.

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<th>Our local target in 2010-11 was:</th>
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<td>Our target in 2011-12 is:</td>
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Newham’s performance in this area is one of the best compared to other Councils, and we are helping even more carers than this figure shows because last year we gave additional funding to Newham Carers Network who used the money to support 104 carers to continue providing much needed help to adults and older people with social care needs in Newham.

The Family Action Building Bridges project runs a group for children of people with mental health support needs who receive services which recognises that many of them have caring responsibilities and unique needs arising from their parents mental health. Helping carers is going to remain a key priority for us. Without the unpaid work carers do to help their friends and relatives we would not be able to help as many people as we do at the moment. In 2012, one of our main priorities will be to understand and improve the experience of young carers whose parents are receiving mental health and substance misuse services.

Helping people who misuse drugs or alcohol to become more independent

Substance misuse is not just a health or social care issue. We know that when helping people who want to stop taking drugs and/or alcohol we have to help them look at all aspects of their lives including helping people get access to training and education, housing advice, employment support, financial and debt management advice and help developing independent living skills. We do this through the ‘Moving On’ scheme. We have also been re-designing and re-tendering a new treatment system that looks at the whole person and have involved customers and their carers in this process.

For those service users that have severe and complex health and social problems a range of more intensive support is available. For those service users for whom completing their recovery in the community is problematic then application can be made for Residential Rehabilitation.

²⁰Source: Referrals, Assessments and Packages of Care.
Helping people with mental health issues to become more independent

There are a number of ways in which we are working with people with mental health issues to help them to live as independently as possible:

- The Early Intervention Service works with people aged 16 to 40 years experiencing their first or second episode of psychosis. This service now includes people suffering from bi-polar disorder.
- The Rehabilitation and Recovery Service works with people with severe and enduring illnesses who need ongoing support to re-connect socially.
- The Day Opportunities Service works with people referred for group support in a variety of settings across Newham.

To support older people with serious mental illnesses to live independently, a small team of nurses, support workers and an occupational therapist work as a bridge between psychiatric in patient (hospital) and community care. The team either assists people at high risk to remain at home, or assists people to return home swiftly following a psychiatric hospital admission. The team has a case load of 35 clients. The service is very important in the role that it plays in giving clients the opportunity to keep control of their environment, treatment and support.

1.3 Helping you to be active citizens

An active citizen is someone who gets involved with other people to pursue goals and interests. This might mean taking part in community groups, religious groups, residents associations, sports clubs, activities to keep fit and many other things. Being an active citizen is a key component of living an independent, good quality life and being resilient. A priority for us is to ensure that all residents are active and involved in their community. The ways in which we have been doing this are described below.

Focussing on helping people with mental health support needs to be more physically active

An important part of being active is being physically healthy, and over the past few years Newham has increasingly focussed on improving the physical health of people with mental health support needs. A proportion of money paid to local providers of mental health support services is linked to ensuring that physical health care needs are addressed, and that service users have access to good health care. A General Practitioner attends the in-patient unit weekly to see people and there are primary care liaison workers who work across the interface between primary and secondary care.
Getting you out and about

In 2011, 26 per cent (more than one in four) people said they could get to all the places in their local area that they wanted to\(^\text{21}\).

This is a similar number to a lot of other councils, but there were some council’s who showed that a lot more of their social care customers said they were able to get to all the places they want.

As you know the money we have to spend on helping people has gone down, but it is still important to us that we help people who have difficulty getting around to get to the places they want to go. Some of the work we have done looking at our day centre services has also reduced the amount we spend on providing transport as many people are now using services closer to them that meet their needs better. We have also started to look at how we spend money on transport generally and to make sure the transport we pay for is better value for money.

The London Taxi Card Scheme is funded by all London boroughs and by the Mayor of London, and it aims to provide door-to-door transport for people who have difficulty in getting about or using public transport. Taxi card users can use their trips to visit family or friends, shop, visit their GP, or any other social activity. Many service users with disabilities use their trips to go to work and support independent living. Central government has cut the amount of money it gives to transport funding so, for the first time in 10 years, we have had to increase the amount we ask people with taxi cards to pay each journey from £2 to £3.

Residents and “Transport for All “, an action group that supports disabled people with all transport issues, were consulted on this in January 2011. Some service users expressed concern about being trapped in their own home but most agreed that the £1 rise after 10 years was fair. Case by case support was offered to look at the individual transport needs of anyone who felt they would have trouble with these changes.

\(^{21}\text{Source: Adult Social Care Survey, 2011.}\)
Supporting you to be more active and connected in your community

We have been working with other council services in Newham to find ways to help people become more active and connected in their communities. We have been working with a number of voluntary organisations in the borough to set up services offering disabled and older people help in staying well, independent and active. They will also be able to help you find out about free activities and help you use your personal budgets to find ways to stay fit, healthy and connected with your local communities.

We are reviewing the day support services that we provide for older people and people with learning disabilities. Some of this upcoming work will be looking closely at the way we provide support for people with autism, challenging needs and people with profound and multiple learning disabilities to ensure that they are supported to be active and connected within the community.

Helping you to get employment, training and meaningful occupation

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<tr>
<th>In 2010-11 less than 5 per cent (one in twenty) of adults of working age who had a learning disability in Newham were in paid employment, an improvement from 2009-10 when only 3 per cent were in paid employment²².</th>
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<td>Our local target in 2010-11 was: 10% x</td>
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| In 2010-11 less than 6 per cent of adults of working age who are in contact with mental health services were in paid employment²³. |

²²Source: Adult Social Care – Combined Activity Return, 2011 and Mental Health Minimum Data Set, 2011.
²³As above.
Newham is near the bottom of all councils when it comes to employment for people with social care needs and this reflects the difficulty a lot of Newham residents have in finding work. But getting people into employment is a very important priority for Newham Council. We are reviewing our employment services to see how we can ensure we do better in the future and we have a number of new things we are doing to help people find work.

The Right to Control initiative gives people more choice and control over the different forms of support available to them. One of the main aims is to help more disabled people get and keep jobs. We are one of the councils trying this approach out for the government. In July 2011 the Office for Disability Issues (ODI) looked at how well this approach is working in Newham and they were pleased with how quickly people who would not have had any help without the scheme were receiving help with getting jobs.

We have looked in detail at our employment support for people with learning disabilities. We are redesigning our own services and working with JobCentre Plus and Workplace to ensure more people with learning disabilities get the right support to access and keep a job.

Support for people with mental health support needs to access employment is provided through employment specialists based within each of the four community mental health teams, offering individual placement and support, as well as the Council’s Workplace employment service.

We work in partnership with Anchor House (a homeless hostel) to help people with drug and alcohol problems who are homeless to become more resilient and able to support themselves in the future. Supporting them into employment is an important outcome this service aims to achieve.

As part of giving people more options for their care and support we are looking at ways in which we can help local people set up micro social care and support enterprises. This work is ongoing and we will be telling you more about this next year. Some of the people we hope to work with in order to set up these micro enterprises will be disabled people themselves.

Our priorities to December 2012 are to:

- Make sure all service users of working age have an employment plan.
- Involve our customers directly in the improvement and development of employment services.
- Develop and implement a shared process to help people in support planning, especially to support access to employment.
- Deliver ‘Right to Control’ training for staff working in employment, housing and social care services.
Keeping you active

In the 2011 survey of adult social care customers in Newham, 58 per cent (nearly three in five) said that they do enough of the things they value or enjoy with their time.24

Not everybody under retirement age who we help and support will be able to work. But it is important that everybody spends time doing something that they value or enjoy with their time. In the responses to this question in the survey, Newham was similar to most of the other councils in the country, but we know we could do better.

As part of the new way of working in Adults Services, every time you get a review of your needs and services from now on, you will be asked about your needs and goals for your day to day activities, and about any work or training needs.

People with mental health support needs who receive individual budgets have support plans focused on enabling them to participate fully in the life of their community. In addition, there is specific support available for parents with mental health support needs. The Family Action Building Bridges project supports them in their parenting role to participate in activities with their children. A group for parents with mental health needs meets separately and it is planned that this project, which has been positively evaluated by the parents who use it, will be further developed. Volunteers are currently being recruited to work with the project and support parents in accessing activities with their children at children’s centres and other locations.

24Source: Adult Social Care Survey, 2011.
2. Outcome two: You find it easy to get the care and support you need from health and social care

2.1 You have a positive experience of care and support services

It is important to us that our customers have a good experience of care and support services and we have regularly measured this through user surveys.

In the 2011 survey of Adult Social Care customers in Newham 86 per cent of people (nearly nine out of ten) said that they were satisfied with their support, and 55 per cent (more than half) said they were very satisfied.\(^{25}\)

While the survey result is good, the survey didn’t show us what things were wrong for those who weren’t happy. In next year’s survey, we are going to ask a few extra questions to try and find out what the areas of unhappiness so we will know where we have to make improvements.

Of all complaints received this year, the highest number were about the standard of service delivery (35 per cent, more than one in three) and assessment and care management (28 per cent, more than one in four).\(^{26}\)

We hope that the recent changes we have made to the way we deliver social care services to you, and the changes we are hoping to make in the future, will improve the service you get, and we will continue to closely monitor complaints information.

\(^{25}\)Source: Adult Social Care Survey, 2011. \(^{26}\)Source: London Borough of Newham data.
Making it easier for people to access social care and do more at the first point of contact

We have changed the way that you access social care through the council. The new customer service team for adults – the Access to Adult Social Care Team - was launched in August 2011. The new team brings together trained customer service staff, social workers and occupational therapists in one place. The aim of this service is to help all our customers get support and information about social care with one telephone call wherever possible. The team can also be contacted by email.

The team receives a high volume of calls each month (around 2,550), these equate on average to round two per cent of the total number of calls for the Council’s contact centre. The percentage of calls answered improved to 81.5 per cent of all calls in November. The average wait time for the telephone to be answered improved from 2.02 minutes in August 2011 to 1.15 minutes in November 2011. Due to the nature of the calls received by this team the average handling time is higher than that for other types of calls to the Council’s contact centre. In the first six months this has been reduced to an average of 8.08 minutes per call (November 2011). However, work continues to try to improve the average waiting time for callers to social care.
Improving access to drug and alcohol support

In October 2011 we commissioned a new Assessment and Care Management system for service users requiring drug or alcohol treatment. This new service is based on the National Drugs Strategy and a needs assessment in Newham which identified areas of improvement. The model provides service users who require drug or alcohol treatment with their own Care Navigator. The Care Navigator will provide support from the beginning of the treatment process until the user has recovered (known as referral to recovery), guiding the service user to different support as their needs change through the treatment process.

There are currently four community hubs where service users can access treatment, all currently based in Stratford. In 2013/14 we will be moving these community hubs across the borough to improve accessibility to service users.

Improving assessment and care management

**In 2010-11, 49 per cent of people (nearly half) who contacted us received an assessment within two days or less**\(^{27}\).

Newham is one of the best councils in the country in providing fast assessments to people who first contact us. But we can do even better. Since August 2011 we have changed the way we run our assessment and care management services to provide one combined service allowing easy access across all care groups. The new team will be able to help you access not only social care services but will be able to direct you to other community based services.

Health and social care staff are co-located within all mental health teams and one holistic assessment is undertaken which identifies the health and social care needs of both service user and their carers.

**In 2010-11, 64 per cent of people (nearly two out of three) received their new service less than two weeks after their assessment**\(^{28}\).

Compared with other Councils, Newham’s performance in 2010-11 is in the bottom quarter of councils when making sure people get their new services set up quickly after their assessments. This was due to a very high take-up of residents who wanted a service that required external support planning and brokerage, as opposed to services we provide directly. We did give service users the option of taking an interim ‘in-house’ care package when we realised we couldn’t meet the demand, but services users preferred to wait for the personal budget to be implemented. We have now transformed our assessment and care management pathway which means that most people will now have an agreed support plan in place directly after enablement. This should mean that the time from assessment to service is reduced in 2012/13.

\(^{27}\)Source: Referrals Assessments and Packages of Care, 2011. \(^{28}\)Ibid.
During 2012 we are setting up a brokerage team within the Council to support and improve quick access to services. This will be available to social workers and to people with a personal budget making their own arrangements, and will help people to find the best solution to their agreed support needs. Should people not wish to use this team we have also commissioned brokerage support from a number of voluntary organisations that people with a personal budget can use if they want to.

One of our big priorities this year is to make sure that the changes we have made since 1 August 2011 are working. This will involve exploring your experience of how easily and quickly you are able to access our services and move from assessment, through support planning, to receipt of services, and finally how effective these services are in helping you to achieve your personal outcomes. We will be undertaking an evaluation of how efficient and effective the new processes are. This will be completed by December 2012. Your feedback is important in refining the new system so customer surveys will be undertaken as part of the evaluation process. These surveys will ask users and carers about their experience across services - from getting information and advice, through assessment of needs to service provision. We believe that this will help us to improve the way we work with you.

We are also developing a new Newham Adult Social Care Outcomes framework to measure the impact of services on the lives of residents with social care needs and the people that care for them. These will both provide much of the evidence for how well we are performing in the next Local Account.

Making it easier for people to pay for their care and track where their budget has been spent
We are introducing a system of pre-paid cards which work a bit like a credit or debit card. These will be an alternative to getting a cash payment to pay for your support. The cards automatically get loaded with an agreed amount, and you can then use these to pay for services. The new cards will be introduced over the next 12 months.

Improving access to Information, Advice and Guidance (IAG) about care and support and universal services

In the 2011 survey of adult social care customers in Newham, 54 per cent (more than half) said they found it easy to find out information about the services available29.

This is about the same as nearly all other councils. However we do not think this is high enough and we are working to improve access to information about Adult Social Care.

We have created a new way of providing information, advice and guidance through our web site. The final site was informed by what service users and carers told us they wanted at twelve sessions we held to test the website before it was launched on 1st August 2011.

29Source: Adult Social Care Survey, 2011.
These new web-pages can be reached via the main Council website at http://adultsocialcare.newham.gov.uk. The aim is to help you find a wide range of information about the care and support services available in Newham and how to access them. They will also provide our staff with the information they need to help you over the phone or face to face.

We have asked you for initial feedback on our new Information Advice and Guidance (IAG) web site and you said that the information is good and that being able to get information in this way makes you feel more in control. You also liked that it is anonymous. However, you want us to use simpler wording and make it easier to find what you are looking for. We will use your suggestions to continue to develop the web site in 2012 to make sure that it is accessible and that it provides you with the right information, advice and guidance that you need in order to be as independent as possible and to choose the right care and support to meet your needs.

Engaging you in making decisions about services and designing new services

In the 2011 survey of Adult Social Care customers in Newham, 57 per cent (nearly three in five) said that the way they were helped and treated made them feel better about themselves30.

While this is a similar figure to most other councils, we are concerned by the 13 per cent of people who told us that the way they were helped and treated undermined the way they thought about themselves. We are developing a new quality assurance framework across health and social care to make sure all our providers provide a high level of service and treat all our customers with dignity and respect.

In order to ensure you have a positive experience we think it is very important that you are involved in making decisions about existing and new services. Section 4 of this report describes the ways in which we have engaged with you, how effective these have been and what our priorities for improvement are.

Some of the specific things we have done to improve your experience of care and support services in response to what you have told us are:

• In April 2011, Newham Coalition were engaged as Panel Members in the recruitment process for social workers within our redesigned service. They were key members of the interview panel and involved in 42 individual staff interviews. Their involvement ensured that successful appointees had strong customer care focused skills and approaches in their work.
• In February 2011, we held two workshops with Newham Coalition to co-produce our new ‘front door’ through the Access To Adult Social Care Team. Their views helped to inform the design of an efficient telephony front door single point of contact where the majority of referrals are fully dealt with at this first point of contact (described above). We also held a number of consultation sessions about our new Information, Advice and Guidance website (described above).

30 Ibid.
2.2 Users and carers experience a seamless and holistic service from health care and support services

Our adult social care customers will often have health care needs as well as needing social care help. We think it is important to make sure that we work well with community health services to make sure that you get the best care no matter who provides it.

Working with hospitals and community health services to reduce the need for people to go into hospital and get people out of hospital quicker

We have already told you about our new enablement service in section 1.2. One of the aims of the service is to make sure people who have been in hospital can go back home as quickly and safely as possible. It also encourages people who have lost their skills for daily living, to re-learn them (or to acquire new skills), to build up their confidence and to enable them to be as independent as possible within their own homes.

We have been working with community health care teams to set up a system of “virtual wards”. These use the systems and staffing of a hospital ward, but without the physical building. They provide health and social care for people in their own homes to try to reduce the need for people to go into hospital. We are currently working with health colleagues to look at how well this is working.

Starting to improve your experience of moving from children’s to adults services

We know we need to make improvements to the way in which young people with disabilities move from Children’s to Adults services (‘transition’). We need to become more “joined-up” in the way we work and we need to make sure people are more in control of long-term planning for their lives. We are setting up a new team dedicated to transition and they will be:

- Looking at the ways Adults and Children’s services work together and identifying improvement actions.
- Developing ways of working that focus on individual needs and put young people in charge of their own transition.
- Joining up the way we organise independent living and home care services. Our new contracts with providers will cover helping both adults and children. This will mean that some people may choose to keep the same care workers that they already know as they grow up.
Supporting people with dementia from diagnosis to specialist support

For people in Newham, there is a well established and seamless care route to support people with dementia from diagnosis to specialist support. The Diagnostic Memory Clinic provides the initial assessment and diagnosis of dementia and cognitive impairment.

Post Diagnostic Support is provided from a number of partners including:

- The Alzheimer’s Society and East London Foundation Trust (ELFT) provide befriending, group work and social gatherings known as Dementia Cafes which are held in schools and Community Centres and will be expanded this year.
- A specialist dementia day care at the Samuel Boyce Centre (part of Chargeable Lane), provides a wide range of activities from workshops, meals to entertainment.
- A joint ELFT and Newham University Hospital NHS Trust service is provided at Newham University Hospital. This is a new service which provides a number of services, such as guidance and support to ward staff.
- ELFT provide a psychological therapy service for the carers of people with dementia. The aims of this service vary but include exploring the impact of dementia on lives and relationships and developing resilience.
- 246 dementia clients were supported with social care services during 2010-11.

The Dementia Care Team is a specialist team that works with people with dementia who exhibit challenging behaviour. The team supports 140 clients (around 10 per cent of the total dementia population) and also maintains contact through clinics with clients who are receiving anti-dementia medication and through liaison to local nursing home providers.
2.3 The care and support marketplace in Newham is resilient and both meets and is responsive to the needs of the population

Newham has a well established provider market for adult social care and support including private, voluntary and independent organisations. However we have been working in a variety of areas to improve the services you can get.

Making sure care and support is available at a fair price

We don’t think it is fair for social care providers to charge people more if they are paying for their care with a personal budget. Therefore we are changing the way we work with the care and support providers in Newham and setting up new contracts to allow people with Personal Budgets or Direct Payments to purchase their own care at the same cost as if we were doing so for them.

Improving the choice of care and support available in Newham

While big providers can meet the needs of a lot of people, where people have specialist needs we have found that having a variety of smaller providers is good. This is because small providers can give you the specialist support that only a few people might want. We are working to give local people the chance to set up micro enterprises to provide this sort of care and support and will continue to look at ways we can help local communities set up their own specialist support services. This will mean you can get the care and support that is best for you, rather than the same as everybody else.

During 2012 we will be developing a “market position statement” which will describe what kinds of services are currently available in Newham and who provides these, as well as what the gaps are and where provision can be grown and developed. We will be getting feedback from both customers and the organisations we contract to help you to develop your support plans, on where there are gaps between what you want and what is available for you to buy in the borough. This will help us plan for other ways we can develop the social care market in the future.
Improving the quality of care and support available in Newham

The percentage of people satisfied with some of our larger care and support suppliers varies. On average it is 86 per cent (nearly nine in every ten), but each supplier varies between 60 per cent and 91 per cent\(^3\).

We believe that the care and support services you receive should be of high quality, regardless of who provides them. Unfortunately that isn’t always the case and some suppliers have a very low rate of satisfaction compared to our average of 86 per cent.

One of the main issues you raised when we consulted you on this Local Account was that the quality of some of the services you received, particularly support in your own home, was variable. You wanted quality to be consistent regardless of who provided the service, and felt this would be achieved through more ongoing monitoring and feedback from yourselves to ensure high standards of care.

We are moving towards an approach to managing our contracts based on service quality and satisfaction, where we will hold our suppliers to account if surveys of your experience tell us you are not happy.

In 2012 we are implementing a Quality Assurance Framework which will give providers a score that looks at how well we think they provide their service. This will support you to make informed decisions about who you want to provide your care and support for you. This will also allow us to better take into account feedback from people who receive the services, as well as improve the way we monitor existing contracts and take prompt action where things need improving or where they go wrong.

To improve the quality of services available we have regular forum meetings with social care providers to ensure information sharing, clarity on standards and improvements in practice. We organise a programme of training that is available to all providers in Newham and looks at key issues such as safeguarding, medication, diversity, quality and personalised care. In 2011, a number of social care providers developed a training consortium to enable them to work together to identify training needs and access funding for more training.

\(^3\)Source: Adult Social Care Survey, 2011.
However, when we consulted our providers on this Local Account, some of them told us that we don’t communicate with them as well as we could. Therefore in 2012 we will look at our current provider forums to make sure that we are bringing the right people together at the right time, that these forums are useful for everyone and are focussed on making sure the care and support available to you is of high quality and is capable of meeting meets your needs in a flexible and personalised way.

Some of the other things we are doing to improve the quality of care and support services include:

• Improving the way we monitor contracts by taking prompt action when things go wrong and following up to ensure that the provider makes the necessary improvements.

• Ensuring that service providers are clear from the beginning on the ‘outcomes’ we want to achieve from contracts and there is agreement on how this will be measured.

• Increasing the opportunities to engage you through both established forums and other consultation methods, to give us feedback on how satisfied you are with the services you receive and to help shape future services. For example, we evaluate the views of mental health service users. This includes regular audits on user satisfaction, with service users directly involved in auditing and evaluating results. A number of teams such as the perinatal service and the Psychiatric Acute Treatment team ask service users to complete an evaluation form when they are discharged giving their views on the treatment they received.

We will continue to work both with you, our customers, and with providers of care and support services to develop an effective marketplace that can meet the needs of all people who need social care in Newham.
3. Outcome three: You feel safe and protected from avoidable harm

If you have any concerns about your safety or someone else’s safety, if you are worried about someone hurting you or abusing your trust please contact the 24 hour Safeguarding Helpline on 020 3373 0440. If you are unable to call us yourself, tell someone you trust and ask them to do it for you. We take all concerns seriously and will respond quickly to any issue raised.

The term abuse is defined as ‘a violation of an individual’s human and civil rights by any other person or persons which results in significant harm’. Abuse includes physical, sexual, emotional, psychological, financial, material, neglect, acts of omission, discriminatory and institutional abuse. The three most common types of abuse reported to the safeguarding team in Newham are Financial, Physical and Neglect. Abuse may be:
- A single act or repeated acts.
- An act of neglect or a failure to act.
- Multiple acts. For example, an adult at risk may be experiencing neglect and also financial abuse.

Living in a safe and secure environment is a basic right of every person. We work together with many organisations, including the police, the NHS, service providers, commissioners, and importantly service users and their carers to make sure that Newham is a safe place to live and work and a place where vulnerable residents can live safely, without fear from abuse or harm.

The Safeguarding Annual Report, which provides a review of key developments and a summary of safeguarding adults statistics, can be found here when published in June 2012: http://adultsocialcare-edit.newham.gov.uk/Pages/annual-statistics.aspx

In the 2011 survey of adult social care customers, 60 per cent (three in five) said they felt safe and 54 per cent (over half) said that their services helped them feel safe and secure.\(^{32}\)

These are similar figures to most other councils in the country. However, we are still concerned about the people who don’t feel safe, especially where people are vulnerable to abuse, and we are working to improve this and help you to find ways of managing risk.

\(^{32}\)Source: Adult Social Care Survey, 2011.
Raising awareness and reporting of safeguarding incidents

In 2010-11 there were 520 safeguarding alerts raised in Newham which led to 465 referrals, an increase of 28 per cent since 2009-10. When looked at in the context of Newham’s population this means:

- 300 alerts per 100,000 population (the national average)
- 265 referrals per 100,000 population (above the national average)\(^{33}\).

This year has seen a big increase in the number of safeguarding alerts. We have been getting more safeguarding reports every year since 2005. We think this is a good thing as it means people are more aware of adult abuse and what to do about it. This is why we are pleased this year that the number of safeguarding referrals we have had per 100,000 population is above the national average.

We know that this large increase in referrals is a result of ongoing work with partners across Newham, such as health, police and voluntary sector organisations to improve awareness of adult abuse and how to respond. There is evidence of under reporting of abuse of people aged over 65 from Asian backgrounds. This is due in part to a cultural reluctance to acknowledge abuse when it occurs within the home and work is ongoing with user groups from this background to understand this better and find solutions.

Whilst this increase in referrals is good we will continue to promote the adult safeguarding agenda to make sure the message is as familiar as child safeguarding is with both professionals and residents.

To help people get quick and easy safeguarding help we have provided a direct line ‘one number’ for 24 hour reporting of safeguarding incidents. This has been developed because you told us that it is important to have one easily recognised number (more information provided below).

No safeguarding system can ever guarantee that every adult will be fully protected from abuse. This year a Serious Case Review\(^{34}\) was undertaken in June 2011 in connection with a serious incident that occurred at Newham General Hospital. An investigation is in progress to examine the circumstances of the case. A report based on the findings will include recommendations and an action plan which will be produced. The Serious Case Review Panel will meet to ensure the findings and recommendations are fully implemented. Once this has been signed off the action plan will be regularly monitored by the Safeguarding Adults Partnership Board.

\(^{33}\)Source: Abuse of Vulnerable Adults return, 2010-11.
Making sure all of London has a common set of procedures for safeguarding

For the last few years we have been working closely with other boroughs in London to develop a shared set of procedures for safeguarding representing the commitment of organisations in Greater London to work together to safeguard adults at risk. In 2011 the ‘Protecting Adults at Risk: London multi-agency policy and procedures’ were launched. The procedures aim to make sure that:

- The needs and interests of adults at risk are always respected and upheld.
- The human rights of adults at risk are respected and upheld.
- An appropriate and timely response is made to any adult at risk who may be experiencing abuse.
- All decisions and actions are taken in line with the Mental Capacity Act 2005 and other relevant laws.

The procedures also aim to make sure that each adult at risk maintains: choice and control; safety; health; quality of life; and dignity and respect.

In Newham we already do most of the things the document recommends but we will be working hard during 2012 to make sure that all of the recommendations are in place in Newham in support of this shared London approach.

Raising staff awareness of abuse and how to act on it

During 2010 we reviewed our staff safeguarding training programme and decided to update it to reflect the improvements we have been making to the safeguarding process. We introduced the new course in October 2010. Since then a total of 875 staff across the safeguarding partnership have attended the training and work is continuing to develop the training to reflect improvements to the process. Additionally the Safeguarding Adults team routinely attends both staff team meetings and user and carer groups and makes information available in a range of ‘easy read’ formats. Attendance at ‘Safeguarding Awareness’ training is a statutory requirement for all mental health staff.

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34A Serious Case Review is considered in circumstances where: a vulnerable adult dies (including death by suicide) and abuse or neglect is known or suspected to be a factor in their death and the case gives rise to concerns about the way in which local professionals and services work together to safeguard vulnerable adults; a vulnerable adult has sustained a potentially life-threatening injury through suspected or actual abuse; serious abuse takes place in an institution or when multiple abusers are involved.
Working with partner organisations to make it easier to raise safeguarding concerns and access safeguarding services

This year the Family Justice Centre was replaced with an Independent Domestic Violence Advocacy (IDVA) service which is funded by the Crime and Disorder Reduction Partnership and Newham Action Against Domestic Violence (NAADAV), which also manages the service. The Family Justice Centre had set up some good links with key colleagues and other organisations including the police, and to make sure these links are not lost we now meet weekly with police at Plaistow Police Station to discuss all safeguarding cases that have a criminal aspect to them.

We have created links with the Police to support women who have Domestic Violence and mental health issues. This now means that women who are affected are able to access and be referred onto appropriate services in a timely manner.

We are raising the profile of safeguarding issues linked to those who misuse drugs and alcohol with our partner providers through making sure that it is reflected in their contracts. This includes making sure all staff members are appropriately trained and that the agencies are aware of and using relevant processes for raising safeguarding alerts.

We have updated and re-launched a new Missing Persons policy and procedures. We hold a register of all vulnerable people known to us who go missing in Newham and work closely with the police to ensure their safe return.

During 2012 we will be working to strengthen our Safeguarding Adults Partnership Board to make sure that it provides strong strategic leadership across all our partners to make sure safeguarding is at the top of everyone’s agenda. Through the Partnership Board other statutory agencies will be held to account for how they are safeguarding Newham’s customers. We will be reviewing all the work of the Safeguarding Board by April 2012. We think that through this Board we can make a real difference to the safety of adults at risk in Newham.

Promoting a whole community approach to safeguarding

Keeping the most vulnerable people in Newham safe is the responsibility of, not only the council, but the whole community. The Council’s Community Resilience agenda aims to support community networks and encourage people to be good neighbours and look out for one another. This will reduce the loneliness that many of the most vulnerable feel and help keep people safe from abuse and harm.

In September 2010 the ‘Keep Safe’ project was launched at Morrison’s supermarket. This was hosted with the Safer Transport police, Adults services and members of Newham’s People First organisation. This project aims to sign up shops and businesses to provide safe havens to people with disabilities who need assistance if in difficulty when out and about.
Using your views and experiences to make improvements to the safeguarding process
Your opinions about safeguarding are an important part of how we make decisions about improving our processes. We have invited many of our customers to participate in events where their opinions and experiences of the safeguarding process can be heard. An example is the Choice and Control engagement event on the 22 July 2010, which was organised by disabled people on behalf of Newham Council and Newham Primary Care Trust to ensure the views of disabled people are heard.

We have changed the way we respond to safeguarding alerts to make sure customer views are heard throughout. We have introduced a new requirement to review all safeguarding cases within 12 weeks to make sure that the measures that have been put into place are working and to find out what the customer felt about the process. Social workers helping people where an alert has been raised will now be aware of how people who go through the safeguarding process feel about the experience and whether they feel safer as a result.

Making it easier to report abuse
One clear message from the Choice and Control consultation was that reporting abuse should be made as easy as possible, and in response to this we now provide a Safeguarding Helpline ‘one number for 24 hour reporting of safeguarding incidents. All members of the public will be able to use this number any time of the day or night all year round to report concerns of safeguarding abuse. This will provide greater accessibility and allow a swift and appropriate response to all alerts.’

Preventing financial abuse
We are working hard to cut down financial abuse of adults at risk in Newham. We are working with providers to strengthen the way in which staff are recruited, making sure that appropriate checks are in place and supporting necessary improvements in providers practices and policies identified through our monitoring. As part of this approach we have also provided further guidance to providers about how staff should manage and support people in managing their own monies (where such support is required) to make sure proper checks are in place and can be evidenced.

During 2012 we will be running a “Financial Resilience” workshop for residents who have other people managing their monies or for carers or others who manage people’s monies or properties to enable them to provide support in a safe and secure way and reduce the risks associated with Financial Abuse.
Working with health colleagues to prevent avoidable injury

Participation in Safety Express is a joint working initiative with colleagues in health, nursing care settings and Adult Social Care. Its aim was to identify ways in which these agencies can work together to reduce avoidable harms - such as developing pressure ulcers, falling out of bed, or getting a urine infection (UTIs).

It involved managers and head nurses regularly speaking to patients or residents to check if they were comfortable, needed a drink or toilet and helped to reduce avoidable harms as needs were met more quickly. A similar project is being implemented across care homes in Newham called ‘Harm Free care’.

Helping you to manage risk to live independently

An important part of helping our customers to feel safe is making sure that people have the systems and support they need to live without being scared of hurting themselves. One important way in which we do this is telecare. This is using a range of assistive technology and sensors to manage risk and support vulnerable people to remain living within their own homes.

A basic telecare package includes the use of a personal alarm (worn as a pendant or a wrist strap). Additional sensors can also be added to detect fire or smoke in the home; extremes of heat; carbon monoxide and natural gas. Where needed, additional specialist sensors can be fitted to detect things like falls or to alert help in the event of someone wandering. In the event of a sensor being activated, an alert is sent to or the Newham Network call monitoring centre to co-ordinate a response as needed, for example calling the emergency services, contacting next of kin or doing a home visit. Where local support is available, alerts can be sent directly to a carer or family member’s landline or mobile phone.

In 2010-11, Newham had 2,300 Telecare users. People who use telecare have told us that the service provides peace of mind and reassurance to know that help is there when needed.35

Telecare aims to support outcomes around independence, resilience, flexibility and choice whilst ensuring quality and value for money.

Future priorities for service development, that will be in place by Autumn 2012 are as follows:

• improving the information, advice and guidance available for Telecare (informed by feedback from local people);
• developing seamless and integrated referral pathways; and
• providing a more flexible service to meet the individual needs of its customers. This includes choice and control around equipment, suppliers and monitoring arrangements.

Working with other council services to help you manage risk and be active and connected in your community

Older residents and disabled adults are at a higher risk of ill-health, being isolated and losing their independence. We want to help people manage this risk through being able to take part in community based activities rather than relying on the provision of specialist services as being active and having a good community network is a way to improve health and general wellbeing. We have therefore been working with other council services and a number of voluntary organisations in the borough to set up services offering disabled and older people help in staying well, independent and active. They will also be able to help you get involved in local free (or cheap) activities and, if you need additional support, help you use your personal budgets to find ways to stay fit, healthy and connected with your local communities.

Age UK and East Living are coordinating work across a number of community organisations to deliver a programme of activities and support including Nordic walking, Wii Fit, computer classes, healthy eating, cooking for yourself. There are also activities aimed at carers and extra support to help carers get involved in the full range of activities. More information on these activities can be found on the following webpage: http://adultsocialcare.newham.gov.uk/Pages/Social-and-Leisure-Activities.aspx

Helping you keep safe when you are managing your own care

We are developing a guidance booklet on Personal Assistants and Direct Payment safeguards. While introducing personal budgets to give more people control over their own care will remain a key priority for us, there is a greater risk of abuse, particularly financial abuse that we might not know about. This booklet will help you understand the benefits and challenges of employing your own staff and give a number of actions you can take to stay safe. This booklet will be available for you by summer 2012.
4. Engaging with you

We think your opinion about what we do is important and we try to find as many ways as possible to get your thoughts and ideas, both individually about your own care, and as a group about what we should be doing as an organisation to change.

But we would like to do even more. We don’t think we should just ask you about things we are already doing, but that you should be involved right from the start in deciding what changes we should make.

At the moment we are making sure we consult with you when your service is going to be affected by change and we are trying to provide as many opportunities as we can for you to tell us what we are doing right and what we are doing wrong.

We are working with organisations such as Newham Carers’ Network and the Forum for Health and Wellbeing (more below). Through these groups we are developing ways in which your opinions and ideas can be heard right from the early discussion stages for major decisions.

4.1 What does this mean for you?

We will continue to involve our customers in putting together the package of services to support them, but more than this they will be engaged in helping to design:

- New services
- Changes to existing services
- The way social care staff work with them; and
- Future social care improvements that need to be made.

4.2 How do we currently engage you?

At the moment you:

- Are offered advocacy (independent support to help you make informed decisions, secure your rights and challenge discrimination) and support to take part in decision making processes;
- Tell us about what you think about our services through surveys;
- Help us learn from what we do not do well at and build on our achievements through our complaints and compliments handling process;
- Get involved in our recruitment process by being interview panel members on social worker appointments;
- Take part in some decisions about changes to services and the way they are provided (for example the introduction of charging and changes in our residential homes and day centres).
Another important way we get your opinions is through the Adult Social Care Survey. Every year the Department of Health ask us to do a survey of some of our customers and you will have seen some of the results we had this year in the rest of this document. We use the results of the survey as one way to tell us what services are good and what we need to change. In 2012 we are expanding the survey to ask some questions about areas that are of special importance to Newham. Not everyone will get a survey as we only ask a sample of our customers, but if you do get one, please fill it in so that we have a better idea of how we need to improve.

4.3 Customer led groups we work with

**Newham Local Involvement Network (Newham LINk):**

Newham LINk works to give you a stronger voice in the delivery of health and social care services by finding out what you think and then representing your views. They are hosted by The Forum for Health and Well Being. Newham LINk helped us to organise and run the consultation for this Local Account.

- Telephone: 020 7473 9512
- Email: mahvash.aslam@bemccf.org.uk
- Address: Office 2/3, St Marks Community Centre, Tollgate Road, Beckton, E6 5YA.
- Website: [http://www.newhamlink.org.uk/](http://www.newhamlink.org.uk/)

There is a range of other user and carer-led organisations in Newham. Details of these can be found at: [http://adultsocialcare.newham.gov.uk/Pages/home-page.aspx](http://adultsocialcare.newham.gov.uk/Pages/home-page.aspx) and examples of these groups are provided below:

The Government’s health and social care reforms are based on the principle that patients and the public must be at the heart of everything our health and care services do. As part of this, the Health and Social Care Act 2012 has created a new organisation called HealthWatch. This will succeed Newham Local Involvement Network (Newham LINk) in April 2013.

HealthWatch, like LINk, will aim to ensure residents have a stronger say in how local Health and Social Care services are planned, commissioned and delivered, as well as taking on new responsibilities such as NHS signposting and complaints advocacy. It will be highly influential, sitting on the Newham Health and Wellbeing Board and contributing to the Joint Strategic Needs Assessment.

We will be working with the host organisation and the LINk leadership board to prepare for the transition to the local Healthwatch and considering its future role in the production of the annual Local Account.
Newham Carers’ Network
Newham Carers’ Network provides support, information and advice for all carers who live in Newham (both adults and children). Newham Carers Network receives funding from the London Borough of Newham and is supported by the National Lottery, the City Bridge Trust, and is a part of the Renewal Programme. They provide advocacy, information and advice for all carers; help develop carers’ support groups; provide health support services for carers; help run a carers’ forum in Newham and work with organisations that plan and deliver services to make sure they think about carers in what they do.

The Older People’s Reference Group
The Older People’s Reference Group (OPRG) works with the Newham Older People’s Partnership board, and is co-ordinated through Age UK Newham. The OPRG aims to achieve cultural, social and political change – influencing policy, practice, attitudes and behaviours so that Newham’s older people can age well.

Newham People First
People First is an organisation run by and for people with learning difficulties to raise awareness of and campaign for the rights of people with learning difficulties and to support self advocacy groups across the country.

People First welcomes support and interest from everyone but only people with learning difficulties and self advocacy groups run by people with learning difficulties can join as full members with voting rights.

The Powerhouse
The Powerhouse is a women’s only charity run by and for women with learning disabilities. They empower members to lead full and independent lives by providing a safe and welcoming space for women with learning difficulties.

Powerhouse aims to challenge discrimination against, and abuse of, women with learning difficulties by raising awareness of key issues; providing training, advice and support services; accessing information and working with other agencies to promote the inclusion of people with learning difficulties.
Disability Reps Forum
Established in 2004, the Disability Reps Forum works in partnership with relevant Newham Council and NHS officers and their contractors in order to ensure a service user perspective on health and social care provision within Newham. The group works in accordance with the Social Model of Disability and meets monthly. Representatives from the group participate in LBN/NHS Partnership Board arrangements and receive funding to do so.

ASK (Mental Health Services Users Group)
ASK is a user involvement service run by and for mental health service users in Newham, which is supported by the charity Hestia (www.hestia.org). They provide a place where people can come and safely share their thoughts, experiences, and also air their views confidently and comfortably on the issues surrounding mental health services in the Borough. Through regular meetings ASK feeds back to the Mental Health Partnership Board on the design and delivery of services.

4.4 How we engage you in decision making
Newham’s Partnership Board
We believe that Partnership Boards give a platform for users, carers and other stakeholders to influence decision making. We know that this is fundamental so that services meet your needs and are cost effective. We want you to actively participate in the Partnership Boards.

Until April 2012 Newham ran a number of Partnership Boards. These were focused on different service user groups, such as Learning Disability or Older People. These had been meeting for a number of years, with a range of stakeholders attending each Board. Some of the Partnership Boards had task groups or management groups and all of them have had user groups that fed in.

We had feedback from Partnership Board members and other stakeholders that the structure could be confusing; consulting on an issue could involve attending many different groups and that it could be difficult to capture common themes and issues across Partnership Boards. The Partnership Boards have also found it hard to maintain consistent membership.

In response to this, we ran a consultation with the Boards to see how we can improve the structure. We held an event in December 2011 where we discussed the move to an overarching board with themed sub groups. This overarching board will be called the Newham Community Partnership Board which will meet quarterly starting from April 2012. A wide group of stakeholders has been agreed as board members, including six elected user/carer representatives.
The consultation identified the need for an overarching board but to retain smaller sub-groups for learning disability and mental health to make sure we don’t lose focus upon key priorities in these specialist areas. The Substance Misuse Board and Carers Strategy Group will feed into the new structure as well as the user groups managed by the user engagement contract. We will make sure that the new Board feeds into all decision making bodies in relation to health and social care including the Health and Wellbeing Board, Local Authority, Primary Care Trust and Clinical Commissioning Groups.

Following our review of advocacy services in 2011, we commissioned The Forum for Health & Well Being and Newham Carers Network to facilitate effective user and carer engagement within partnership boards.

**Carers Strategy Group**

This meets every three months and is the main strategic forum where carers can raise issues. Four carers attend regularly and others can join as and when they wish. Chairs make sure that everyone has an equal say and also that action points are followed up. One example of the group’s achievements is that carers’ champions kept ‘reward and recognition’ for carer’s contributions on the agenda until a policy was drafted.

We have also started a Young Carers Steering Group which meets every three months. So far three meetings have happened. Young carers have attended the last two meetings and have contributed to the action plan.

Finally there are various working groups where carer champions are included as a matter of course, including:
- Newham Carers United Steering Group (carers forum)
- Carers Week events planning group
- Mental Health carers steering group

**Advisory Council Opening Up Newham Treatment (ACOUNT)**

The Newham Substance Misuse Partnership set up ACOUNT. It is made up of service users and carers who are champions of those accessing drugs and alcohol misuse services in Newham. Service Users and Carers form part of a group that support those who plan and deliver drugs and alcohol services. ACOUNT members represent people who may be at risk or are currently misusing drugs and/or alcohol and also represent people who are affected by other people’s drugs and alcohol misuse.
4.5 Advocacy and co-production

We know that some people find it hard to express their views or make choices for themselves. This could be because they may not be able to communicate what they want or think, or because they do not understand particular information. Others may need someone to speak up on their behalf or to stand up for them when they speak up for themselves so that people will listen and take notice of what they say. That is one of the reasons why we will continue to develop a range of initiatives to increase our ability to engage our customers across all areas of our work.

We commissioned new advocacy services from January 2012. Advocacy is independent support to help you make informed decisions, secure your rights and challenge discrimination. These advocacy services are focussed on helping you to:

• Say what you want and think.
• Understand and make choices.
• Understand your rights.
• Make sure you can exercise your rights and get what you are entitled to.
• Shape local services.

We will be developing our feedback and monitoring systems for all of the advocacy support services to ensure that we know if the support that is offered to you is the support you need. We want to ensure we work in partnership with local people to develop, shape and deliver services locally. To help do this we have created a new Co-Production and Engagement Officer post, which began in December 2011.

We also have a contract for Independent Mental Capacity Advocacy (IMCA) to ensure an independent voice for people who lack capacity. This includes help for people with advanced dementia to make big decisions regarding hospital treatment and moving home.

There are other advocacy services supporting people with mental health support needs. This includes: a People Participation Lead in Newham whose role is to work directly with service users and carers to represent their views and work with services to ensure quality of service provision. There is also an Appropriate Adult Scheme whose role is to support the rights and welfare of young people and vulnerable adults in police custody.

You can find out more about all of these services on the IAG web-page below: http://adultsocialcare.newham.gov.uk/Pages/home-page.aspx
4.6 Comments and Feedback on this Local Account

We would like to hear your comments and feedback on all our activity and services, positive or negative, as it helps us to improve services for you in the future. We will incorporate your views in our planning and preparation for Newham’s next Local Account for Adult Social Care.

Questions you might want to consider are:
• What do you think about what we have done to achieve the three outcomes in this report and how effective have we been?
• Are there any other areas of adult social care you feel we should focus on as a priority?
• Does the Local Account tell you what you want to know and is it easy to understand?
• How would you like to be engaged in the production of the Local Account in the future?

Please feel free to comment on any aspect of this Local Account and please tell us if you are a service user, a carer, a family member, resident or other interested party.

You are welcome to contact us by post or email at the address below:

Email: askgrainne@newham.gov.uk

Post: The Local Account
Adult Social Care
Newham Dockside
1000 Dockside Road
E16 2QU
5. Summary of performance

What the symbols mean:

😊 Better than national average ✔ Target achieved

😐 At about the national average ✗ Target nearly achieved

😢 Worse than national average ✗ Target not achieved

— Target not set
### Outcome one: You are independent and have a good quality of life

#### 1.1 Giving you as much choice and control as you wish over your care and support needs

<table>
<thead>
<tr>
<th>Indicator</th>
<th>2010-11 performance</th>
<th>2010-11 target</th>
<th>Compared to others</th>
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</thead>
<tbody>
<tr>
<td>Percentage of Adult Social customers who say they have control over their daily life.</td>
<td>65.2% Nearly two out of three</td>
<td>New survey so no target set</td>
<td>😞</td>
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<tr>
<td>Percentage of eligible adult social care customers (including carers) receiving a community based service who receive self directed support.</td>
<td>33% One in three</td>
<td>x 35%</td>
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<td>Percentage of eligible adult social care customers (including carers) who receive a cash payment for all or part of their support.</td>
<td>19% Nearly one in five</td>
<td>New indicator so no target set</td>
<td>😞</td>
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#### 1.2 Helping you to live independently

<table>
<thead>
<tr>
<th>Indicator</th>
<th>2010-11 performance</th>
<th>2010-11 target</th>
<th>Compared to others</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of people who go into residential or nursing homes</td>
<td>44 in 100,000 Less than 5 per ward</td>
<td>x 30 per 100,000</td>
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<tr>
<td>Percentage of equipment delivered within 7 days</td>
<td>99% 98%</td>
<td>No comparative data</td>
<td></td>
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<td>Older people leaving hospital who are still living in their own home three months after discharge</td>
<td>77% More than three quarters</td>
<td>x 90%</td>
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<tr>
<td>People going through enablement who have no further need for services</td>
<td>59% Nearly three in five</td>
<td>x 60%</td>
<td>No comparative data</td>
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</tbody>
</table>
People with a learning disability who are living in settled accommodation | 62% | More than three in five | x | 75% |
---|---|---|---|---|
People in contact with mental health services who are supported to live in settled accommodation | 82% | More than four in five | – | |
People who receive community based social care services, whose carers receive a carer specific service | 34% | More than one in three | x | 40% |

### 1.3 Helping you to be active citizens

<table>
<thead>
<tr>
<th>Indicator</th>
<th>2010-11 performance</th>
<th>2010-11 target</th>
<th>Compared to others</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adult social care customers who can get to all the places in the local area that they want to</td>
<td>26%</td>
<td>More than one in four</td>
<td>New survey so no target set</td>
</tr>
<tr>
<td>Adults of working age with a learning disability who are in paid employment</td>
<td>5%</td>
<td>One in twenty</td>
<td>x</td>
</tr>
<tr>
<td>Adults of working age in contact with mental health services who are in paid employment</td>
<td>6%</td>
<td>–</td>
<td>–</td>
</tr>
<tr>
<td>Adult social care customers who do enough of the things they want to with their time</td>
<td>58%</td>
<td>Nearly three in five</td>
<td>New survey so no target set</td>
</tr>
</tbody>
</table>
Outcome two: You find it easy to get the care and support you need from health and social care

2.1 You have a positive experience of care and support services

<table>
<thead>
<tr>
<th>Indicator</th>
<th>2010-11 performance</th>
<th>2010-11 target</th>
<th>Compared to others</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adult social care customers who are satisfied (or very satisfied) with their support</td>
<td>86% (55% very) Nearly nine in ten (over half very)</td>
<td>New survey so no target set</td>
<td>😞</td>
</tr>
<tr>
<td>People making first contact with adults services who receive an assessment within 2 days</td>
<td>49% Nearly half</td>
<td>–</td>
<td>☺</td>
</tr>
<tr>
<td>People who have all services starting within 2 weeks of their assessment</td>
<td>64% Nearly two out of three</td>
<td>–</td>
<td>☹</td>
</tr>
<tr>
<td>Adult social care customers who find it easy to find out information about the services available</td>
<td>54% More than half</td>
<td>New survey so no target set</td>
<td>😞</td>
</tr>
<tr>
<td>Adult social care customers who say the way they are helped and treated made them feel better about themselves</td>
<td>57% Nearly three in five</td>
<td>New survey so no target set</td>
<td>😞</td>
</tr>
</tbody>
</table>

2.2 Users and carers experience a seamless and holistic service from health care and support services
There are currently no performance indicators for this outcome.

2.3 The care and support marketplace in Newham is resilient and both meets and is responsive to the needs of the population

<table>
<thead>
<tr>
<th>Service satisfaction from different providers</th>
<th>Between 60% and 91%</th>
<th>New survey so no target set</th>
<th>No comparative data</th>
</tr>
</thead>
<tbody>
<tr>
<td>Indicator</td>
<td>2010-11 performance</td>
<td>2010-11 target</td>
<td>Compared to others</td>
</tr>
<tr>
<td>--------------------------------------------------------------------------</td>
<td>---------------------</td>
<td>----------------</td>
<td>-------------------</td>
</tr>
<tr>
<td>Adult social care customers who say their service makes them feel safe</td>
<td>54% (More than half)</td>
<td>New survey so no target set</td>
<td>😞</td>
</tr>
<tr>
<td>Safeguarding alerts raised</td>
<td>300 per 100,000 population</td>
<td>–</td>
<td>😞</td>
</tr>
<tr>
<td>Safeguarding referrals made</td>
<td>265 per 100,000 population</td>
<td>–</td>
<td>😊</td>
</tr>
<tr>
<td>Adult social care customers who say they feel safe</td>
<td>60% (Three in five)</td>
<td>New survey so no target set</td>
<td>😞</td>
</tr>
<tr>
<td>People who use Telecare</td>
<td>2,300</td>
<td>–</td>
<td>No comparative data</td>
</tr>
</tbody>
</table>
6. Summary of priorities

### Priorities for 2012 and beyond

**Outcome one: You are independent and have a good quality of life**

<table>
<thead>
<tr>
<th>Priority</th>
<th>Timescale</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>1.1 Giving you as much choice and control as you wish over your care and support needs</strong></td>
<td></td>
</tr>
<tr>
<td>Review the provision of independent support for SDS (currently provided under a framework agreement) to ensure that it meets needs and is easily accessible.</td>
<td>December 2012</td>
</tr>
<tr>
<td>Implement any decisions made as a result of the consultation currently underway on improving day services to people with learning disabilities.</td>
<td>December 2012</td>
</tr>
<tr>
<td>Review our day care services for older people to make sure all our customers are able to choose the most appropriate support for their needs at the best value for money.</td>
<td>From March 2012</td>
</tr>
<tr>
<td>Analyse the gaps between the support you want and the support available in the borough and develop ways to fill those gaps.</td>
<td>December 2012</td>
</tr>
<tr>
<td>Develop and implement an adult social care provider Quality Assurance Framework to support you to make informed choices about who you want to provide your care.</td>
<td>December 2012</td>
</tr>
<tr>
<td>Publicise the Information, Advice and Guidance site so that social care staff, providers and advocates can effectively help you find the information you need.</td>
<td>December 2012</td>
</tr>
<tr>
<td>Provide training for user and carer representatives so that they feel confident and empowered to take active roles on partnership boards to shape future services.</td>
<td>December 2012</td>
</tr>
<tr>
<td>Evaluate the effectiveness of the recovery focused interventions for people with a functional mental illness</td>
<td>May 2012</td>
</tr>
</tbody>
</table>
### Priorities for 2012 and beyond

**Outcome one: You are independent and have a good quality of life**

<table>
<thead>
<tr>
<th>Priority</th>
<th>Timescale</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>1.2 Helping you to live independently</strong></td>
<td></td>
</tr>
<tr>
<td>Review how effective our Information, Equipment and Demonstration Area (IEDA) has been in helping people to live more independently.</td>
<td>April 2012</td>
</tr>
<tr>
<td>Introduce a new retail model for the provision of simple items of equipment.</td>
<td>April 2012</td>
</tr>
<tr>
<td>Expand our enablement work, offering the programme to more of our existing customers as well as people who first contact us.</td>
<td>April 2013</td>
</tr>
<tr>
<td>Award new Independent Living Support Service contracts to replace ‘home care’ contracts, focused on supporting you to do things for yourself.</td>
<td>In place from October 2012</td>
</tr>
<tr>
<td>Review all large care packages to see whether equipment or adaptations can help people live more independently.</td>
<td>April 2013</td>
</tr>
<tr>
<td>Review our meals and laundry services to provide you with more choice and value for money.</td>
<td>Underway with individual reviews from Feb 2012</td>
</tr>
<tr>
<td>Reduce the number of short-term supported housing projects we fund and increase the money we put into floating support to aid people in their own homes.</td>
<td>From March 2013</td>
</tr>
<tr>
<td>Explore the experience of young carers whose parents are receiving mental health and substance misuse services to develop ways of improving the support they receive.</td>
<td>December 2012</td>
</tr>
<tr>
<td>Re-design and re-tender a new substance misuse treatment system focused on the whole person.</td>
<td>31st March 2013</td>
</tr>
</tbody>
</table>
**Priorities for 2012 and beyond**

**Outcome one: You are independent and have a good quality of life**

<table>
<thead>
<tr>
<th>Priority</th>
<th>Timescale</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>1.3 Helping you to be active citizens</strong></td>
<td></td>
</tr>
<tr>
<td>Make sure that, where relevant, all service users of working age have an employment plan.</td>
<td>December 2012</td>
</tr>
<tr>
<td>Develop and implement a common process for integrated support planning, especially to support access to employment.</td>
<td>December 2012</td>
</tr>
<tr>
<td>Deliver Right to Control training for staff working in employment, housing and social care services to make sure people have access to this approach to combining funding streams to achieve personal outcomes.</td>
<td>December 2012</td>
</tr>
<tr>
<td>Further develop parenting support for people with mental health support needs including recruitment of volunteers to support parents to access activities with their children.</td>
<td>April 2012</td>
</tr>
</tbody>
</table>

**Priorities for 2012 and beyond**

**Outcome two: You find it easy to get the care and support you need from health and social care**

<table>
<thead>
<tr>
<th>Priority</th>
<th>Timescale</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>2.1 You have a positive experience of care and support services</strong></td>
<td></td>
</tr>
<tr>
<td>Evaluate the effectiveness of our new contact and assessment system and develop relevant improvement plans.</td>
<td>By May 2012</td>
</tr>
<tr>
<td>Undertake an evaluation of how efficient and effective the Council’s new adult social care processes are.</td>
<td>By end December 2012</td>
</tr>
<tr>
<td>Implementation of a Council brokerage team for people with personal budgets and social workers, to improve speed of access to services. This will complement the community based brokerage support available.</td>
<td>April 2012 with on-going development throughout</td>
</tr>
</tbody>
</table>
### Priorities for 2012 and beyond

**Outcome two: You find it easy to get the care and support you need from health and social care**

<table>
<thead>
<tr>
<th>Priority</th>
<th>Timescale</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>2.1 You have a positive experience of care and support services</strong></td>
<td></td>
</tr>
<tr>
<td>Develop a new Newham Adult Social Care Outcomes framework to measure the</td>
<td>April 2013</td>
</tr>
<tr>
<td>impact of services on the lives of residents with social care needs and</td>
<td></td>
</tr>
<tr>
<td>the people that care for them.</td>
<td></td>
</tr>
<tr>
<td>Introduce a system of pre-paid cards to make it easier for you to pay for</td>
<td>March 2013</td>
</tr>
<tr>
<td>your care and support and track where your budget is spent.</td>
<td></td>
</tr>
<tr>
<td>Use the feedback you have provided to make sure our new information,</td>
<td>December 2012</td>
</tr>
<tr>
<td>advice and guidance service gives you what you need and is accessible.</td>
<td></td>
</tr>
<tr>
<td>Introduce an adult social care provider Quality Assurance System.</td>
<td>December 2012</td>
</tr>
<tr>
<td>**2.2 You receive a seamless and holistic service from health, care and</td>
<td></td>
</tr>
<tr>
<td>support services**</td>
<td></td>
</tr>
<tr>
<td>Set up a new dedicated team to make improvements to the way in which young</td>
<td>April 2012</td>
</tr>
<tr>
<td>people with disabilities move from Children’s to Adult Services.</td>
<td></td>
</tr>
<tr>
<td>Look at the ways Adults and Children’s services work together and identify</td>
<td>April 2013</td>
</tr>
<tr>
<td>improvement actions.</td>
<td></td>
</tr>
<tr>
<td>Expand the provision of Dementia Cafes in Newham.</td>
<td>Evaluation by</td>
</tr>
<tr>
<td></td>
<td>December 2012</td>
</tr>
</tbody>
</table>
Priorities for 2012 and beyond
Outcome two: You find it easy to get the care and support you need from health and social care

<table>
<thead>
<tr>
<th>Priority</th>
<th>Timescale</th>
</tr>
</thead>
<tbody>
<tr>
<td>2.3 The care and support marketplace in Newham is resilient and both meets and is responsive to the needs of the population</td>
<td>April 2014</td>
</tr>
<tr>
<td>Work with Community Catalysts to develop a 2-year micro-enterprise project to start in Spring 2012 to support the establishment and development of 30 micro-enterprises providing support to people with disabilities, and to help ten disabled people set up their own micro-enterprise.</td>
<td>April 2014</td>
</tr>
<tr>
<td>Move to a position where our contracts are managed on the basis of service quality and satisfaction, starting with the award of Independent Living Support Services contracts in October 2012, and ensure that all our existing customers receive a service from one of our approved suppliers.</td>
<td>October 2012</td>
</tr>
<tr>
<td>Develop a “market position statement” mapping existing provision.</td>
<td>April 2012</td>
</tr>
<tr>
<td>Analyse the gaps between the support you want and the support available in the borough and develop ways to fill those gaps.</td>
<td>December 2012</td>
</tr>
<tr>
<td>Develop and implement an adult social care provider Quality Assurance Framework to support you to make informed choices about who you want to provide your care.</td>
<td>December 2012</td>
</tr>
</tbody>
</table>
# Priorities for 2012 and beyond

## Outcome three: You feel safe and protected from avoidable harm

<table>
<thead>
<tr>
<th>Priority</th>
<th>Timescale</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Review existing provider forums to ensure we are effectively engaging</strong></td>
<td>December 2012</td>
</tr>
<tr>
<td><strong>with social care providers.</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Set up a direct line “one number” for 24 hour reporting of safeguarding</strong></td>
<td>April 2012</td>
</tr>
<tr>
<td><strong>incidents.</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Implement findings from the Serious Case Review conducted in June 2011,</strong></td>
<td>Action Plan published May 2012</td>
</tr>
<tr>
<td><strong>once the action plan becomes available.</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Make sure all the recommendations in the Pan-London Safeguarding</strong></td>
<td>April 2012</td>
</tr>
<tr>
<td><strong>Procedures are up and running in Newham and develop a local policy to</strong></td>
<td></td>
</tr>
<tr>
<td><strong>support these multi-agency procedures.</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Continue to review and update our safeguarding training when changes</strong></td>
<td>April 2013</td>
</tr>
<tr>
<td><strong>are made to procedures or processes.</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Review all the work of the Safeguarding Board and identifying areas</strong></td>
<td>April 2012</td>
</tr>
<tr>
<td><strong>for improvement to ensure strong strategic leadership on safeguarding</strong></td>
<td></td>
</tr>
<tr>
<td><strong>across our partner organisations.</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Run a Financial Resilience workshop for residents to help reduce the</strong></td>
<td>May 2012</td>
</tr>
<tr>
<td><strong>risks associated with Financial Abuse.</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Produce a guidance booklet on Personal Assistants and Direct Payment</strong></td>
<td>August 2012</td>
</tr>
<tr>
<td><strong>safeguards for people who manage their own care to help them keep safe.</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Telecare service improvements include:</strong></td>
<td>November 2012</td>
</tr>
<tr>
<td>• Improving the information, advice and guidance available for Telecare -</td>
<td></td>
</tr>
<tr>
<td>informed by feedback from local people;</td>
<td></td>
</tr>
<tr>
<td>• Developing seamless and integrated referral pathways;</td>
<td></td>
</tr>
<tr>
<td>• Providing a more flexible service to meet the individual needs of its</td>
<td></td>
</tr>
<tr>
<td>customers. This includes choice and control around equipment, suppliers</td>
<td></td>
</tr>
<tr>
<td>and monitoring arrangements.</td>
<td></td>
</tr>
</tbody>
</table>
## Priorities for 2012 and beyond

**Engaging with you**

<table>
<thead>
<tr>
<th>Priority</th>
<th>Timescale</th>
</tr>
</thead>
<tbody>
<tr>
<td>Implement the recommendations for an improved Newham Partnership Board structure.</td>
<td>By end April 2012</td>
</tr>
<tr>
<td>Establish HealthWatch to succeed Newham Local Involvement Network (Newham LINk).</td>
<td>By end April 2013</td>
</tr>
<tr>
<td>Newham Community Partnership Board which will meet quarterly.</td>
<td>Starting April 2012</td>
</tr>
</tbody>
</table>
7. Glossary and acronyms

**Abuse:** includes physical, sexual, emotional, psychological, financial, material, neglect, acts of omission, discriminatory and institutional abuse.

**Association of Directors of Adult Social Services (ADASS):** is the national leadership association for directors of local authority adult social care services.

**Adult at Risk:** adults who need community care services because of mental or other disability, age or illness and who are, or may be unable, to take care of themselves against significant harm or exploitation. The term is interchangeable with ‘vulnerable adult’.

**Advocacy:** independent support to help you make informed decisions, secure your rights and challenge discrimination.

**Care Home:** a residential care home that provides accommodation with personal and/or nursing care.

**Care Package:** following an assessment, a care package is agreed to enable a patient to receive care appropriate to their needs. Where necessary this covers both NHS and social care.

**Carer:** person who provides a substantial amount of care on a regular basis, and is not employed to do so by an agency or organisation. Carers are usually friends or relatives looking after someone at home who is elderly, ill or disabled.

**Consultations:** the process of asking for and listening to the views of local people or groups with the aim of influencing decisions, policies or actions.

**Care Quality Commission (CQC):** is responsible for the registration and regulation of health and social care in England. It checks whether hospitals, care homes and care services are meeting government standards.
**Direct Payments:** cash payments to an individual from a local authority that are an alternative to community care services directly arranged by the local authority. Rather than the local authority providing or arranging the community care services it has assessed you as needing, you receive money to enable you to arrange your own services, allowing you more choice and control over the way your care and support needs are met. They are also available to carers. Direct Payments are also one option that can be chosen by you to fund part, or all, of your Personal Budget.

**Enablement:** is all about helping you to become more independent. Our Enablement Service is designed to give people the equipment and skills they need to do more for themselves.

**Health and Well Being Board:** Health and wellbeing boards will be a forum for local commissioners across the NHS, public health and social care, elected representatives, and representatives of HealthWatch to discuss how to work together to better the health and wellbeing outcomes of the people in their area.

**Learning Disabilities:** disabilities that reduce a person’s ability to understand new or complex information, learn new skills and cope independently.

**Outcomes:** an outcome is an impact on a person or population that is: planned; positive; and can be said to be because of a particular service or activity.

**Personal Budgets:** The term for the allocation of social care funding to an eligible adult through self-directed support. A Personal Budget is a sum of money allocated to an individual who is assessed as needing personal assistance and support services in a non-urgent situation; it is generally restricted to social care funding. Personal Budgets were introduced in local authorities from April 2008.

**Personalisation:** reinforces the idea the individual is best placed to know what they need and how those needs can be best met. It means that people can be responsible for themselves and can make their own decisions about what they require, but that they should also have information and support to enable them to do so. In this way services should respond to the individual instead of the person having to fit with the service.

**Resilience:** is about possessing a set of skills and having access to the resources that allow us to negotiate the challenges and overcome the more difficult circumstances many residents experience, and to take up opportunities that come our way. Services will focus on building personal, community and financial resilience. For more information see: [http://www.newham.gov.uk/YourCouncil/Buildingastrongcommunity.htm](http://www.newham.gov.uk/YourCouncil/Buildingastrongcommunity.htm)
**Right to Control:** The Office for Disability Issues is piloting the ‘Right to Control’ based on requirements laid down in the Welfare Reform Act 2009. The aim is to create a streamlined approach to assessing and responding to the needs of a disabled person so that they can have choice and control over a single budget allocated to meet agreed outcomes. This reflects the developments of personalisation in social care. Newham is a pilot site for this new approach which allows people to combine the funding they receive from six different sources, including housing and employment, to develop a single support plan designed around your individual circumstances.

**Self Directed Support:** is an overarching term describing a variety of tools and ways of working to give people greater levels of control over how their support needs are met. It is the mechanism by which Personal Budgets are delivered.

**Service User:** anyone who uses or might benefit from services commissioned or provided by health organisations or local authority.

**Social Care:** the range of services that support the most vulnerable people in society to live their daily lives.

**Substance Misuse:** the misuse of alcohol, illegal drugs and legal pharmaceuticals.

**Supporting People:** grant programme that provides local housing related support to help vulnerable people to live as independently as possible in the community.

**Telecare:** combination of equipment and monitoring that helps individuals to remain safe and independent at home.

**Voluntary and Community Sector:** groups set up for public or community benefit such as registered charities, and non charitable non profit organisations and associations.

**Vulnerable Groups:** people who are vulnerable because of their situation, for example, homeless people. It may also include people unable to meet their everyday needs due to a physical or mental health condition.

The Full Report; Executive Summary; and the Easy Read Version are available online from: [http://www.newham.gov.uk/HealthAndSocialCare/](http://www.newham.gov.uk/HealthAndSocialCare/)