

Central Bedfordshire Council
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**Central
Bedfordshire**



Social Care, Health and Housing

Adult Social Care Local Account



2010/11

A report of performance in 2010 - 2011



Foreword from Julie Ogley, Director of Social Care, Health and Housing and Councillor Mrs Carole Hegley, Executive Member for Social Care, Health and Housing

Following the formation of Central Bedfordshire Council in April 2009, the Council has focused on improving services for Adult Social Care customers. This has included changing how customers are assessed for care and support services and how these services are then arranged. There have also been improvements made to how we organise the workforce. This work has been very challenging, but with commitment from senior officers and key Councillors, we are able to report that we have successfully achieved the goals we set ourselves. It is good to receive positive feedback from those who use or check our services.

When setting the 2010 – 2011 budget, the Council as well as finding demographic pressures, agreed a number of efficiencies that have helped us further focus and challenge how we provide Adult Social Care services. Our aim is to move away from providing traditional and institutional services to those that are more in line with the government's vision planned in 'Putting People First', which aimed to put the customer and their carers at the centre of planning and arranging their care and support services. This way of doing things gives customers more choice about the services they get and control over how and when they receive them.

Central Bedfordshire Council set about transforming the types of services it provides and is committed to focus on prevention and early intervention, in

order to help people stay healthy and active, and avoid the need to go into care homes. Nationally and locally, we have continued this initiative by way of priorities set under a scheme known as 'Think Local Act Personal,' which aims to have greater local community involvement in planning for and delivering care services.

There are more challenges facing us - the population of older people within Central Bedfordshire is predicted to grow by 46% in the next ten years to 55,500, with a 93% increase in the number of people over 85 (8,500). This increase comes at a time of increasing financial constraint, meaning that we will have to do more with fewer resources. However, after seeing the changes brought about by the dedicated and creative workers at the Council and our partner agencies, we are confident we will succeed in bringing about further improvements.

We hope you find this report useful and informative and will take the opportunity to give us feedback to help us improve the report and our services for the future.



Julie Ogley
Director of Social
Care Health and
Housing



**Councillor Mrs
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Executive Member
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Introduction

At Central Bedfordshire Council, we have a duty to support, care for and protect the most vulnerable people in the community, as well as providing information and support to all Central Bedfordshire residents.

We have a vision that:

Our residents will live their own lives, enjoy good health, be safe, independent and play a full and active part in the life of the community.

By delivering our vision, people in Central Bedfordshire can:

- live independently and safely;
- remain safe from abuse and harm;
- get the support they need in local and community settings;
- make their own choices, and have control over their lives;
- live where they want to live; and
- be able to access all available information, services and support.

For the most part, this will apply to people with disabilities, those with a mental illness, those who are getting older and finding it difficult to cope, carers of adults and older people who need social care, people who have issues with drugs or alcohol and adults and older people at risk of abuse or harm. Many of the services are arranged or provided by working jointly with other council colleagues and our partner organisations, and we want to recognise their contribution in helping us deliver services that people want and value. These partners include:

Our customers and their carers

Primary Health Care Services

Public Health

South Essex Partnership University NHS Foundation Trust (SEPT)

Bedfordshire Local Involvement Network (LINK)

Central Bedfordshire Carers Association

Other Council Services such as Housing, Children's Services, Leisure, Community Safety, Regeneration & Skills and Community Safety, Transport and Public Protection

Providers of Social Housing

Health Services including Luton & Dunstable Hospital and Bedford Hospital

Bedfordshire Police

Independent care sector

Voluntary and Community Organisations



Local Account

This is Central Bedfordshire Council's first annual report for Adult Social Care, covering the period April 2010 to March 2011, and is also known as the 'Local Account'.

The aim of the Local Account is to provide you with a summary of how the Council has performed over the past year and highlight some of the improvements we need to make. This report has been divided into four areas, focusing on where we have made a difference to customers' lives:

- Enhancing quality of life for people with care and support needs;
- Delaying and reducing the need for care and support;
- Ensuring that people have a positive experience of care and support; and
- Safeguarding adults whose circumstances make them vulnerable and protecting them from avoidable harm.

Our Local Account will inform you about how well we think we have performed, the challenges we faced and the plans we have for the future. We would like you to tell us if you agree with us, think we can do better, or should focus on different priorities from the ones that we have set. We have provided you with a feedback form to tell us what you think.

The government has introduced many changes in adult social care and are planning many more, to make sure that services are modern and what people want. This is at a time when there is a need for the country to make huge savings and this will influence how we will support our residents in the future. The Council's commitment is to modernise services and move from more traditional and institutionalised services such as care homes, using the money saved to improve and increase the range of services that people can receive in their own home and community. We aim to do this by increasing the number of people who have control over their budgets and how it is spent. This means that at the core of the changes are self-directed support and personal budgets.

Self-Directed support offers customers the chance to take control of their support, recognising that they are best placed to understand their own needs and how they should be met.

A Personal Budget is money that we allocate to customers who can choose to arrange their support by way of a direct payment where they receive the money to arrange services for their care needs or given a budget where they can arrange some or all of the services that they need.



How much do we spend?

The Council spends 34% of its budget on Adult Social Care Services. The charts below show how much we spend on people with different care and support needs and how much people who receive services that we can charge for pay towards the care or support they receive.

Expenditure 2010/11.

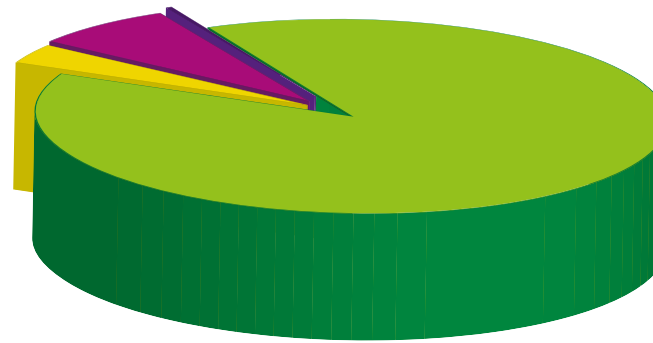
Central Bedfordshire Council spent £68,852,000 on Adult Social care in 2010/11



- Older People (65+) £37,996,000
- Physical Disability (18-64) £6,373,000
- Learning Disability (18-64) £19,320,000
- Mental Health (18-64) £3,495,000
- Any Other Vulnerable Adults (18-64) £1,668,000

Income from Customers 2010/11

Central Bedfordshire Council charged customers a sum of £9,412,000 for the care and support provided in 2010/11.



- Older People (65+) £8,382,000
- Physical Disability (18-64) £322,000
- Learning Disability (18-64) £684,000
- Mental Health (18-64) £24,000

The Council publishes its budget and full audited accounts for each year. The 2010/11 accounts and the 2011/12 budget, together with other financial information can be found at www.centralbedfordshire.gov.uk/council-and-democracy/spending/annual-accounts-financial-information/default.aspx

1. Enhancing quality of life for people with care and support needs

Ensuring that people's quality of life is not affected or limited by their care and support needs is uppermost in our commitment to putting people first. We will do this by understanding people's needs and involving them in the planning, commissioning, delivery and monitoring of their care and support services.

We aim to achieve the following:

- People live their own lives to the full and achieve what matters to them by accessing and receiving high quality support and information.
- Carers can balance their caring roles and maintain their desired quality of life.
- People manage their own support as much as they wish, so they are in control of what, how and when it is delivered to match their needs.
- People are able to find employment when they want, maintain a family and social life, contribute to community life, and avoid loneliness or isolation.

Advice and Information

We recognise the importance of ensuring that everyone has access to the right advice and information and we will continue to work to improve this area.

Leaflets about the range of services we have on offer can be viewed on our website, with hard copies being available upon request.

www.centralbedfordshire.gov.uk

The Bedfordshire Advice Forum and Customer Experts are people used to ensure that the reader can easily understand the information we produce.

You can access Adult Social Care Services by way of a special telephone number known as a 'Golden Number' that has replaced the general enquiries number. This is to make sure that when you contact the Council, you get to speak to someone who knows about the service area you are enquiring about

The Golden Number for Health and Caring is **0300 300 8303**.

We also work with a number of agencies, including Age UK, Disability Resources Centre and Citizen Advice Bureau, to give you information on services not provided by the council.

Improving the Quality of Care

Where we purchase services on behalf of customers, we make checks to ensure that they are of a high quality and value for money. All suppliers of community social care services and residential and nursing home care receive an annual visit and an unannounced visit takes place if issues are reported, such as poor quality service or safety. Feedback from customers and relatives also forms part of these monitoring arrangements.

Giving you support when you need it

Personalisation, which is how we describe self-directed support is the way of providing social care services, which recognises that people are usually the best judges of their own needs. The Council can offer customers greater choice, control and support with the aim of focusing on what is important to the person and the outcomes they are trying to achieve.

The Council is committed to putting people at the centre of their care; therefore, people who are eligible for publicly funded services can select a Personal Budget to manage their care the way that they want. They can also receive a Direct Payment, which is funding from the Council for people assessed as needing help from Adult Social Care and who would like to arrange their own services and pay the provider directly. Those people not eligible to receive publicly funded services are still eligible to receive information and advice, an assessment, support planning and Reablement services, which aim to improve their independence and knowledge.

We generally assess customers within four weeks of the request for an assessment and where appropriate, ensure that services (including Personal Budgets) are in place within four weeks of the assessment.

Personal Budgets are available to all new customers and to all existing customers as part of their annual review. Increasingly, people are using their Personal Budget more creatively to support their care needs, including the use of personal assistants and accessing alternative day opportunities.

Short films about the impact personal budgets have had on some customer lives can be viewed at www.youtube.com/centralbedfordshire

Case Study: Managing Support

JC lives independently in a Warden controlled accommodation and is 75 years old. JC is in receipt of individual support from a care agency and attends a Day Centre. JC has asked to stay in her home to maintain her independence. JC's family think that a residential placement with 24 hour care is more suitable for her. JC's assessment supports her wish in that her needs can be met where she currently lives. JC has an advocate to support her to share her views. A Mental Capacity Assessment has been done and verifies that she has the capacity to make the decision about where she lives. JC has a support plan that helps her to achieve this.

Carers

Many vulnerable people rely on their family, friends and neighbours to give them support and the Council has made it a high priority to assist carers in achieving a balance between their caring role and other things they may want to do. Identifying employment and social needs is part of a carer's assessment. Every carer is given information about 'Carers in Bedfordshire,' who provide emotional and practical support to carers. Further information is available on their website at www.carersinbeds.org.uk or by telephoning **0300 111 1919**.

Direct payments are available to provide support for short breaks, social and leisure opportunities and carers' vouchers are available to provide access to sitting services.



Case Study: carers

Mrs W has a son with Autism and has suffered mental health difficulties herself for many years. As a result, Mrs W became isolated due to her caring role as she had to give up her full time teaching post to become her son's carer.

Mrs W now uses a Carers' Direct Payment to pay a friend, with experience of Autism, to sit with her son, so that she can pursue her interest in choir singing. Mrs W sees this as being therapeutic and an opportunity to socialise and not be a carer for a while.

Supporting you to be part of the community

For those young adults moving from the Council's Children's Services who need the support of Adult Services, we have developed closer links with Learners with Learning Difficulties and Disabilities (LLDD) and have obtained funding from the Young People's Learning Agency to enable people to attend local or specialist colleges within and outside of Central Bedfordshire.

Adults with a learning disability who are considering voluntary or paid employment are referred to the 'Workbase' team, who support individuals into employment. Examples include volunteering opportunities in Older People's Day Centres which led to employment for one individual as a kitchen assistant and a placement that took into consideration the individual's beliefs and values.

In October 2010, five residents with learning disabilities moved from a residential scheme into their own homes and over the next couple of years a further 44 residents will be moving from residential schemes to their own homes. Supported living schemes enable individuals to be independent and more secure. They use local shops, leisure and community facilities and have increased life choices.

Central Bedfordshire Council and its partners are committed to supporting people to manage caring roles alongside other areas of life such as education and employment. Job Centre Plus is a very key member of our Carers Delivery

Partnership and local Job Centres have specialist Carers Advisors who support carers to explore their employment options. The Carers assessment explores education and employment aspirations and services such as Carers Direct Payments and NHS Carers Breaks are provided to enable people to access training and employment alongside their caring role.

Central Bedfordshire Council is one of 10 councils nationally taking part in a Department of Health Ageing Well initiative. The focus of this work is with a very broad range of partners in Ivel Valley and aims to engage those with a direct involvement, interest or investment in building up a range of resources to support older people to remain healthy, engaged in and supported by the local community. A Village Agent Pilot is starting based on national good practice evidenced in Gloucestershire and elsewhere. This will support the development of, and access to, local resources and opportunities for older people.

Housing Support Services have increased the level of independence and choice for nearly 2,700 people across Central Bedfordshire, helping them to be socially active and contribute to their local community. Support is provided together with specialist accommodation, such as sheltered and supported housing schemes, refuges and hostels; or through floating services to people's own homes. These services enable people to improve or develop living skills, manage their finances, access social and health services and remain safe where they live.

Village Care Schemes are groups set up and run by local residents to provide a structured "good neighbour" service to any fellow residents without close family or friends living nearby. The range of services provided varies with each group, depending on the skills and availability of local volunteers within the town or village, but may include domestic support, shopping, dog walking and pet care as well as lifts to scheduled appointments such as the GP and the collection of prescriptions shopping and pension.

We are pleased with the progress that we have made during 2010/11 in enhancing quality of life for people with care and support needs, and are committed to improving on this performance.

Case Study: Community Life

A parent carer first got in touch with services through an invite from a friend, who was also a carer, to attend a Central Bedfordshire Carers Rights Day organised in partnership with Carers in Bedfordshire. They later went on to attend the first Central Bedfordshire Carers Forum and felt positive about local partnership working to improve outcomes for carers.

The carer kindly recorded a short video for the Central Bedfordshire Together website where they talk about their experiences and how they used support to take a break to become trained as a horticultural therapist. The carer's vision is also to offer this support to people with learning disabilities and other carers. The carer is now self-employed offering massage and other holistic therapies to other carers at reasonable rates and is able to fit this around her caring role. The video can be viewed at <http://www.centraltogether.org.uk/2010/05/?cat=4>



Facts and Figures for 2010/11

High Quality Services

5,179 customers received social care services funded by the council during 2010/11.

88% of assessments are completed within four weeks of the initial contact, against a target of 90%.

91% of services are delivered within four weeks of the assessment being completed, against a target of 95%.

74% of customers received a review within 12 months of their assessment or review, against a target of 80%.

Giving you support when you need it

1,053 customers received a personal budget or direct payment during 2010/11; this is equal to 31% of people receiving care and support in their own home, against a target of 30%.

Carers

613 carers received services during 2010/11.

Supporting you to be part of the community

5% of adults with a learning disability are in paid employment, against a target of 8%.

65% of adults with a learning disability live in settled accommodation, against a target of 67%. Settled accommodation is where the occupier has a legal right to live in the property.

2. Delaying and reducing the need for care and support

Keeping people healthy and independent is an important part of our vision for Adult Social Care.

We aim to achieve this by making sure that everybody has the opportunity to have the best health and wellbeing throughout their life, and can access support and information to help them manage their care needs. We expect that with earlier diagnosis, intervention and reablement, people and their carers will be less dependent on intensive services and that when people develop care needs, the support they receive takes place in the most appropriate setting, and allows them to retain their independence.

Your Health and Wellbeing

Overall health of people in Central Bedfordshire is good. The main causes of death, in people aged under 75, are cancer (43%) and circulatory diseases (23%). As a result, investment in NHS health checks, lifestyle interventions and increasing awareness of cancer symptoms have been prioritised.

Although Central Bedfordshire is generally affluent, there are pockets of deprivation and variations in life expectancy, therefore services are targeted towards the more deprived areas.

During the last year, we have supported the following health promotion campaigns:

- Radio campaign targeted at carers
- Stop Smoking campaigns
- WeightWatchers and Slimming World vouchers enabling free access to a 12 week programme are provided from GP Practices
- Get Back Into' programme, promoting sports activities.
- Promotion of the Warm Front campaign.

Helping you to stay in your own home

Wherever possible we try to help people stay in their homes and maintain their independence.

Our Reablement Service undertakes an assessment process that is designed to help customers restore their independence and to help them do as much as they can for themselves, rather than someone doing things for them. The service provides planned, short term and intensive help.

Reablement workers spend anything between one and six weeks supporting each person to re-learn lost skills following a period of illness, disability or a time when a person may have lost some confidence.

Carers are also included in this process to enable an assessment of their needs to be undertaken, if required, resulting in improved services for both customer and carer. People who pay for their own care have access to this free service.

During 2010 – 2011, 28% of customers returned home able to look after themselves after using the Reablement Service, and a target of 36% has been set for 2011 - 2012. We also know that 24% of customers returned home with reduced levels of support, following reablement.

We provide a wide range of preventative services across all of the groups that we offer services to, in partnership with voluntary and community sector organisations. These organisations provide information and advice, advocacy, and many practical services to enable people to remain independent for as long as possible.

An example is the Village Care Scheme - which provides a "good neighbour" service to residents without close family or friends living nearby. Further details can be found on our website <http://www.centralbedfordshire.gov.uk/health-and-social-care/adult-care/health-well-being/village-care-schemes.aspx>

We also prioritise prevention services in partnership with the Health Service. The aim is to prevent long-term dependency and to avoid hospital admissions.

As well as personal budgets that enable people to tailor their support packages to their needs, we offer a number of solutions to help people remain in their own homes. These include:

- **Telecare:** A range of sensors are fitted which detect when there is a problem and raise an alert. There are many different sensors which can tell if someone has fallen, if they have gone outside at night, or if they have forgotten to turn off the taps or cooker.
- **Minor adaptations and equipment:** Following an assessment by the Occupational Therapists, equipment such as bathing aids, beds and hoists, and minor works such as the installation of grab rails, small ramps and lever taps can be provided.
- **Disabled facilities grants:** Grants are available, following the recommendation of Occupational Therapists to complete major adaptations to a person's home to assist them to remain independent. These adaptations include stair-lifts, level access showers and extensions to create a downstairs bedroom.
- **Supported Housing:** There are a number of sheltered housing schemes across Central Bedfordshire operated by both the Council and other social housing organisations. These properties are generally a group of flats or bungalows that are designed for older people. These properties benefit also from a 24-hour emergency response system. Extra Care Housing is housing designed with the needs of frailer older people in mind and with varying levels of care and support available on site.

We are pleased with the progress that has been made in reducing the need for care and support, and we are ambitious to achieve much more for the population of Central Bedfordshire.

Facts and Figures

Out of **5,179** customers for 2010/11 only 316 people moved into residential/nursing care.

1,600 people received home care in 2010/11

4,330 people received community-based services in 2010/11

Health and Wellbeing

250 homes received an insulation grant.

Helped to live at home

1,053 customers received a personal budget or direct payment during 2010/11; this is equal to 31% of people receiving care and support in their own home, against a target of 30%.

80% of older people who were discharged from hospital were still at home 91 days, after the discharge.

28% of customers that benefitted from the reablement service required no further care from the council

24% of customer that went through the Reablement service required a reduced care package

1,060 minor adaptations were completed and £2.2m was spent on 315 disabled facilities grants.

3. Ensuring that people have a positive experience of care and support

A positive customer experience is very important to us and we always welcome feedback on care and support services provided by or purchased by the Council, as this helps to improve these services.

We aim to achieve the following:

- People who use social care and their carers are satisfied with their experience of care and support services.
- Carers feel that they are respected as equal partners throughout the care process.
- People know what choices are available to them locally, what they are entitled to, and who to contact when they need help.
- People, including those involved in making decisions on social care, respect the dignity of the individual and ensure support is sensitive to the circumstances of each individual.

How do we know what your experience of Care and Support Services is?

Over the last year, we have conducted a number of satisfaction surveys, including the national Adult Social Care Survey, Assessment and Review survey and Reablement survey, and we are using this information to improve and develop services.

Complaints and comments are monitored and used to help improve service delivery. An annual report on complaints is produced and is available on the website at <http://www.centralbedfordshire.gov.uk/modgov/documents/s25834/110801%20Item%2012%20-%20Customer%20feedback%20App%20v1.pdf>.

We regularly review complaints and make changes as a result of receiving them. Examples of this are as follows:

Complaints about the quality of services provided by care providers on behalf of the council when providing home care, respite and residential care have received attention. Whilst each individual complaint was dealt with, the Contracts Service ensured wider concerns about providers were monitored and managed to address contract and quality issues.

A complaint highlighted the need for extra support and training for a staff member who was not fully aware of the affects that Multiple Sclerosis may have on a person. All staff are now having specific training on long term conditions, including Multiple Sclerosis.

A family complained about the lack of choice of care homes on discharge from hospital. The Council has revised arrangements so that customers can have access to a bed on a short term basis before a suitable place is found for them long term, in residential care.

Details of the complaints process for Adult Social Care can be found at <http://www.centralbedfordshire.gov.uk/council-and-democracy/local-government-in-central-bedfordshire/customer-feedback/adult-services/default.aspx>



Case Study: Direct Payments

Concerns were raised about the Direct Payment process by carers at the Carers' Rights Day. As a result, we have reviewed the process and have made it much simpler and increased the turn-around time of payments.

Delivery Partnerships are groups of customers and their carers who volunteer to be members of a service group such as learning disabilities, along with people who represent the private, voluntary and public sectors, who meet with us to let us know what is important to them. These groups help with the development, purchasing and quality assurance of services. In addition, we listen and respond to what the group tells us about their needs. All are helping us to improve, especially that of the Learning Disability Development Partnership, which has had an impact on service planning and improvement.



Case Study: Home Care

Following a review of home care services at extra-care housing accommodation in Central Bedfordshire; residents and their families were involved in the development of the specification for the new services and have been involved in deciding the new provider.

Customer Expert Panels also help in the development of services. Customer Experts are customers who share their experience of using the service with us. We also ensure that the views of customers with complex needs are heard, by using the advocacy organisations operating within Central Bedfordshire. If you would like to become involved in helping us improve our services, please contact us on **0300 300 8303** or by email at **SCHHfeedback@centralbedfordshire.gov.uk**

Assessing your need

An individual's needs are assessed, identifying any support needs and the risk of them losing their independence, against an Eligibility Criteria. There are four levels within the Eligibility Criteria and we currently arrange support for people who fall into the first three levels (Critical, Substantial and Moderate).

For those individuals who do not qualify for assistance, information is provided by our Customer Services Advisors and available on the council's website.

We assist customers to maximise their income through our Customer Finance Advisors and Macmillan Welfare Rights service offers financial support to those living with or affected by cancer.

How we treat you as an individual

People who are eligible for ongoing services are helped to put together a support plan. Support plans address individual needs and aspirations around social, leisure, work and learning activities by encouraging customers to identify what are the most important elements to them as individuals.

Examples include personalised social activities instead of attending traditional day centres, or organising respite care in individualised settings rather than traditional building-based respite care. Customers can also use support planning to identify a desire to employ their own personal assistants to support them in their daily lives. Although the majority of support plans are still completed with support from the Council, the customer can complete them, or with help from friends and family - thus offering them the opportunity of even greater control over how their care and support needs are met.

We can see the progress that we are making and need your assistance in contributing to making greater improvement in months to come.

Case Study: Personal Budget

During 2010, our Transforming People's Lives road shows were a great success. People who came along heard first hand from one of our customers (BP), with a learning disability, who described how having his own personal budget has helped him choose when and how he receives his care. BP is delighted that he now has control over his daily activities for the first time in his life – in his own words, 'he's the boss'.

Facts and Figures

Experience of Care and Support Services

87% of older people and disabled adults who took part in the Adult Social Care Survey were either extremely/very satisfied or satisfied with their care and support.

91% of adults with a learning disability, who took part in the survey, were very happy or happy with the way staff helped them.

Choice

47% of customers who took part in the survey said that it was easy to find information and advice.

1,263 visits by Customer Finance Advisers, resulting in over £0.4m in additional benefits were claimed by customers.

Almost **£2m** in benefits/grants were claimed by customers using the Macmillan Welfare Rights Service.

4. Safeguarding adults whose circumstances make them vulnerable and protecting them from avoidable harm



“Abuse is everyone’s business, safeguarding is our responsibility.” Everyone has the right to live without the fear of harm and abuse. Safeguarding vulnerable adults is at the heart of our adult social care service whether it is being arranged or provided by the Council and its partners. Considerable efforts have been made to ensure that we have robust arrangements in place.

We aim to achieve the following:

- Everyone enjoys physical safety and feels secure.
- People are free from physical and emotional abuse, harassment, neglect and self-harm.
- People are protected as far as possible from avoidable harm, disease and injuries.
- People are supported to plan ahead and have the freedom to manage risks the way that they wish.

Keeping you safe

If a person thinks someone is being abused or neglected, they can raise a safeguarding alert, which we will then investigate. More information on how to report an alert can be found on the council’s website <http://www.centralbedfordshire.gov.uk/health-and-social-care/adult-care/staying-safe/safeguarding-adults.aspx> or by ringing 0300 300 8122.

Over the last 12 months, we have focused resources on training and publicity across the Central Bedfordshire area to raise the public’s awareness of safeguarding. We held a conference for residents during October 2010 that

was reported in 'News Central', the local magazine for residents. News Central regularly features safeguarding. There has also been a poster campaign across the Bedfordshire region. Leaflets and small cards designed to fit into a credit card wallet, that focus on the definitions of abuse and how to report incidents, have been distributed widely. The Council offers training to providers of care in the voluntary, private and independent sector, as well as their own staff.

Ensuring people are safe is regarded as everyone's responsibility and we take our responsibility very seriously. We work in partnership, through the Bedford Borough and Central Bedfordshire Safeguarding Board, which includes NHS Bedfordshire, Bedfordshire Police, Bedford and Luton & Dunstable Hospital Trusts and other public and voluntary / community sector agencies to ensure that people are protected from all forms of abuse, maltreatment and neglect, and prevent avoidable harm.

During the past 12 months, we have driven through revised policies and procedures and ensured that all partner agencies prioritise safeguarding, including those who deliver services on our behalf. We have worked to closely monitor and audit practice and learn the lessons from safeguarding investigations, however, much work remains to be done to take us to our safeguarding goals.

Further information of the activities of the Safeguarding Board can be found in their annual report at http://www.bedfordboroughpartnership.org.uk/i/assets/AH_WB%20Safeguarding%20Adults%20Annual%20report%202010-11%20FINAL.pdf

During the summer of 2011, senior officers and councillors from another local authority and health partners, who have been trained in reviewing services, assessed our safeguarding service. The experience proved valuable in highlighting the improvements we have made in the service and identifying areas that still need some work. More information on this review will be included in next year's annual report.

In February 2011, we held a month long campaign promoting dignity. Some

examples of the activities include service users' forums, coffee mornings, luncheon clubs, old time music hall sing-along, staff meetings, and the display of posters and billboards.

We also launched a Dignity Charter for all Safeguarding Board members and all care providers in Central Bedfordshire.

The council's Trading Standards service has developed interventions such as No Cold Calling Zones, which are contributing to the reduction of doorstep crime throughout Central Bedfordshire. The Rogue Trader scheme seeks to protect vulnerable people from being exploited, by working to combat and raise awareness of scams. Additional support is also provided for vulnerable consumers such as talks and education sessions. People can report an unwanted doorstep caller by calling the Bogus Caller Hotline 08454 04 05 06.

Bedfordshire Police, with funding from partners including the Council, operate the Bobby Van scheme. A security assessment service is carried out free of charge by a team of Bobby Men who are trained carpenters and crime prevention advisors. They assess each home individually and fit the most appropriate security devices to help older or disabled people ensure their property is secure. They also visit older victims of crime to improve their security, offer reassurance and prevent them becoming victims again.

The sanctuary scheme provides security measures to allow survivors of domestic abuse to remain in their home where they choose to do so, as long as safety can be guaranteed and the perpetrator no longer lives within the home. It is available to owner-occupiers and tenants, where the landlord has given permission for the work to be carried out, and consists of additional security to any main entrance doors and locks to any vulnerable windows. Wherever possible we provide a safe room in the home secured with a solid core door and additional locks. This service is only provided where it is the clear choice of the survivor and removes the elements of disrupting children's education, employment and family networks.

The Council's website has information about the winter weather,

including keeping warm at home, which can be found at <http://www.centralbedfordshire.gov.uk/home-and-housing/housing/Home-improvements-energy-efficiency/keeping-warm-at-home.aspx>

We will continue to strive to ensure that vulnerable people are safeguarded and will not reduce our vigilance or focus, whilst acknowledging the improvements and progress that have been made.

Facts and Figures

62% of customer who took part in the Adult Social care Survey stated that they feel safe.

55% of customer who took part in the survey said that the services they receive made them feel safe and secure.

1,086 safeguarding alerts were made to the council.

266 safeguarding investigations were completed during 2010/11. Of these completed investigations, 95 were proven and 171 were proved not to be true, or there was insufficient evidence to support the allegation.



Priorities for 2011/12

During 2011/12, we will be focusing on:

- Increasing the usage of personal budgets, to ensure that people are receiving the appropriate care, in the way they want it delivered.
- Increasing the use of reablement services, to help customers regain their confidence and skills to remain independent following periods of ill health or disability.
- Continue to shape and develop our workforce to deliver a more person centred approach to services.
- Strengthening of the monitoring of services from suppliers of social care services, to ensure improvement in quality and value for money, especially to those in residential care.
- Work closer with all partners to improve services and people's experience of care and support services.
- Continue to improve the service to help keep people safe.

Performance Targets for 2011/12

- 85%** of assessments completed within four weeks of the initial contact
- 93%** of services delivered within four weeks of the assessment being completed
- 60%** of customers receiving a direct payment or personal budget
- 8%** of adults with a learning disability in paid employment
- 15%** of adults with a mental health problem in paid employment
- 65%** of adults with a learning disability living in settled accommodation
- 92%** of adults with a mental health problem living in settled accommodation
- 36%** of Customers requiring no further care following Reablement

Tell us what you think of this report

Please can we ask you to take the time to complete and return a feedback form to the address provided. Alternatively, please complete on-line at www.centralbedfordshire.gov.uk/localaccount

Your comments and views will help shape the 2011/12 annual report, which is due for publication in Summer 2012.

Central Bedfordshire in contact



on the telephone...

0300 300 8303



by email...

customer.services@centralbedfordshire.gov.uk



on the web...

www.centralbedfordshire.gov.uk



Alternatively you can write to:

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