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North Tyneside Council

# Accountable To You



North Tyneside Annual Local Account for Adult Social Care 2012-13

You can get the full 'Annual Local Account' report from ASC  
[contact@northtyneside.gov.uk](mailto:contact@northtyneside.gov.uk)

## What does it mean?

This report is an easy summary of North Tyneside's 'Local Account'.

It is a report that lets you see what North Tyneside Council has done to make sure local people get the help they need.

It tells you what worked well and what could be better.



North Tyneside Council

North Tyneside Council works to make sure that people who live in North Tyneside are healthy, happy and safe.



To do this the Council works with other organisations like health services, police, and the Fire Service.

Different parts of the Council work together – like Housing and Children’s services.



This report tells you about the work of the Council’s Adult Social Care team, and the organisations and other parts of the Council it works with.

### **What does it mean?**

Adult Social Care Services means the help which the council arranges for local people.

Lots of people get help from Adult Social Care services. Like disabled people, people with mental health issues, older people and people who are ill.

## Who lives in North Tyneside?



- About 200,800 people live here.
- About 35,300 people are over 65 years old.
- Every year there are lots more people here!
- Most people are White British: about 95 of every 100 people.
- About 1 of every 4 people is disabled.
- People tend to have more health problems than in some other areas of the country.

People have health problems like ...



- Cancer
- Heart problems
- Problems with breathing
- Being overweight
- Diabetes
- Smoking

There are other things which can make people less health, happy and safe like...



- Being unemployed.
- Looking after a relative or friend who needs extra help.
- Not doing enough exercise to stay healthy.

**The Council works to make things better for people who live here.**

**The Council wants to make sure**



- People live long lives.
- People are healthy.
- People can live in their homes even if they need support.
- People know what help they can have.
- People can choose how they are supported.
- People are safe.

- ✓ The Council listens to what local people think about services
- ✓ The Council makes good use of the money it has to spend on services

**The Council has a big job!**



There is less money each year to pay for services.



More people need more help each year.

## The Reablement Team



The Reablement Team helped people who need support to be healthy happy and safe at home.

They helped over 1500 people when they come home from hospital or when they had been ill.

Now they help people with learning disabilities and mental health problems to stay healthy happy and safe at home.

They have helped people to find a job or voluntary work.



They fitted equipment to help people live at home, like handrails, and alarms which help people get help if they fall, or if there is a fire.



4800 people used the Care Call service: this means they have an alarm button; or a pendant to wear. They can press the alarm to get help from a warden.

### What does it mean?

The **Reablement Team** is made up of Council staff.

They help local people who need support, to live at home.

This means some people do not have to move into a care home when they need support.

**Independent Supported Living** is where someone lives at home, often sharing with other people; and have support staff to help them in their lives.

## **What people said about the Reablement Service**

### **Some people said some things work well**

- ☺ Nearly everyone said our support workers treated them well.
- ☺ Nearly everyone who we helped felt more able to cope at home.
- ☺ Most people think the Adaption and Loan Equipment service is really good!
- ☺ People who live in 'Independent Supported Living' said they have support when they need it and they have freedom.

### **Some people said some thing don't work well**

- ☹ Some people said they want more choice about how they spend their time.
- ☹ Some people said their support workers don't always listen, and don't help them.

## Keeping people safe

This year ...



The council taught lots of people about abuse – so they can help people stay safe, and deal with abuse when it happens.

The PLUSBus library and local advice organisations told people about abuse.



Everyone over 75 who uses Care Call now has a smoke alarm in their home – so if there is a fire, the Wardens will be able to help.

In 2013 and 2014 the Council will be working with other organisations to:



Make sure people are treated well by the staff who support them

Make sure people with learning disabilities or autism don't have to live in hospital. They will be helping people who live in hospital to move somewhere better for them.

Set up **Safe Places**: somewhere safe where people can tell someone if they are worried about abuse.

### What does it mean?

The **North Tyneside Safeguarding Adults Board** has people from lots of organisations on it – like health, adult social care, community groups, and the police. They meet regularly to plan how to deal with abuse in North Tyneside, and keep people safe.

## Personal Budgets to help people have more control over how they are supported



Nearly 9 out of 10 people who can have help from Adult Social Care, have been offered a Personal Budget.

This means they can have more control over the support they have.



Some people are managing their Personal Budget money themselves. This means they arrange how they will spend the money on their support.

The Council has made a list of places and groups where you can get help with your Personal Budget.

There are new Factsheets about Personal Budgets.



The **Planning Café** is a place you can get help with your Personal Budget. It happens in a few cafes around North Tyneside. You can pop along to get friendly help. You can get information and help so you can get the right support to lead your life.

The Council has been working with local people who want to help other people in their area – this helps to make an area a good place to live.

### What does it mean?

A **Personal Budget** is money you can get to pay for help and support. The Council works out how much money you can have – it depends how much support you need.

You can look after this money yourself, or you can choose someone to look after it for you, or the Council can look after it for you.

You can use this money to pay someone to support you, to help you live your life; or to buy things you need for your support.

Now **family carers** can get a Personal Budget for the support they need.

## Advice and information



This year the Council helped lots of people to get more money through their benefits- £4,500,000 in total this year.



The Council worked with local organisations to set up **SIGN NT**. This is a group of local organisations like Age UK and the Carers Centre which give people information, and help.



The Council set up its Adult Social Care website. It has information about care and support.

## Caring for someone in your family



Lots of people look after someone in their family, or a friend, who needs extra support.

It can be hard. Some carers don't get to do things they enjoy.

Some family carers feel lonely.



The Council has been working with the Carers Centre to help local carers to look after themselves better, and have better lives.

We asked carers about their lives and what support they need.

We set up a Carers Support Fund – for carers who need money for their support.

We made a Charter – it says how carers should be treated in North Tyneside.

### What family carers said

☺ We asked family carers what they think of the support they get and more than 8 out of 10 said they are happy.

## Finding out what you think

The council wants to know what local people think.

This year ...



We asked people about their plans to spend money in 2013 and 2014.

We asked the views of 1400 people who care for someone in their family.

We asked 1700 people what they think of the care and support they receive.



We asked people about our Adaptation and Loan Equipment services.

We are planning to have easy forms for you to tell us what you think.

## Council staff



The Gateway Customer Contact Centre staff can help people with more now: with social care, housing and welfare rights.



We changed how our social workers team works – this meant many people got information and help more quickly.



Two inspections said we train Council staff well.



We asked Council staff about working for the Council

- Over half of Council staff are proud to work for the Council.
- Over half of Council staff are satisfied with their job.
- Over 8 out of 10 Council staff feel safe at work.

The Council will keep asking Council staff for their views.

## Money



In the year the Council spent nearly £60 million on adult social care services in North Tyneside.

About a third of the money was spent on services for older people.



About a third of the money was spent on services for people with learning disabilities.

The rest of the money was spent on services for disabled people and people with mental health problems.

## Having your say!



Anyone can have their say, and help the council decide about its services.

You can find out how to have your say by getting in touch with the Gateway Team.

**Healthwatch** is a new organisation.



Healthwatch helps the Council to listen to what local people think – anyone can get involved.

Healthwatch helps the Council, health services and other services to do a good job.

Healthwatch can give you information so you can make choices about services.

Healthwatch can help you campaign.

You can get in touch with Healthwatch

Freephone: 0808 801 0380

Website: [www.healthwatchnorthtyneside.co.uk](http://www.healthwatchnorthtyneside.co.uk)

## Who's who?



Jacqui Old is Head of Adult Social Care Services.

Jacqui says that the council has a hard job to do because there is less money to pay for services. More people need more help each year. The Council has been listening to local people and is working hard to support people who need help.



Councillor Spillard sits on the Council.

The Local Account Scrutiny Group is a group of local people who help to make sure this Local Account report gives a good picture about the work of the ASC services.

## Get in touch!

Get in touch to find out more, or to have your say.



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