

**NORTH LINCOLNSHIRE COUNCIL**

**ADULT SERVICES  
CABINET MEMBER**

**SERVICES TO ADULTS LOCAL ACCOUNT 2014/15**

**1. OBJECT AND KEY POINTS IN THIS REPORT**

1.1 To ask the Cabinet Member to approve the publication of the Services to Adults Local Account 2014/15.

**2. BACKGROUND INFORMATION**

- 2.1. The council produces a local account or annual report every year, it tells local citizens what services to adults have been doing over the year, how well services are meeting outcomes, key developments within adults services and outlines what they plan to do in the future.
- 2.2. These accounts are important because they help make the service accountable to the community that they serve and strengthen accountability. They use facts and figures about performance and expenditure to describe how the Council delivers care and support to vulnerable adults.
- 2.3. Local accounts are used as a tool for planning improvements, as a result of sharing information on performance with people who use services this encourages engagement with them to feedback on their experiences. We also use local accounts to publish key developments within adult services and provide the public with useful information on new services available to them.
- 2.4. This account explains what was achieved against our priorities between April 2014 and March 2015 and what we plan to do this coming year. Last year the council said that the priorities would be to;
- Increase the number of vulnerable people helped to live and receive care in the community
  - Increase the range of housing options for all vulnerable people
  - Increase the number of vulnerable people with employment

- Increase the number of vulnerable people who have real choice over their care and support they receive.

The Key messages from this year's local account are:

North Lincolnshire continues to be a high performing authority and has further developed or enhanced a range of care and support services to meet local needs closer to home. The key messages in this year's local account are:

- 5 Community Well-being Hubs have opened across North Lincolnshire
- Sir John Mason House, intermediate care centre has opened.
- More adult carers have been supported than in previous years.
- This year there has been an increase in more suitable housing for people with complex needs.
- More people have made contact with us compared to the previous year.
- More people than last year have control over their support through a direct payment.
- In comparison to 2013/14 more people this year were supported through rehabilitation and reablement services.
- Of the 27 national indicators, North Lincolnshire is higher than the England Average for 20 of those (74%). This is an improvement from 2013/14 when the 'above England Average' was 72%.
- This year North Lincolnshire is higher than the combined Regional and Comparator Group for 16 Indicators (59%), and there are 14 Indicators where we exceed all of the England, Regional and Comparator averages

2.5 The Local Account highlights area for focus over the coming 12 months and these are;

Strengthen early help and prevention- to support the ambition, that Vulnerable Adults Live Well for Longer.

Enhance our person centred coordinated care in partnership with primary care- to support the ambition that, Vulnerable Adults are enabled to be involved in community life.

Enable more Carers and People with Mental Health needs to manage their own personal budget- to support the ambition that, Vulnerable Adults have choice and control.

Safeguarding; people who lack capacity are safeguarded in the least restrictive way

Quality; Ensure People with experience of services improve quality.

### **3. OPTIONS FOR CONSIDERATION**

3.1. **Option 1** - Approve the publication of the Local Account.

3.2. **Option 2** – Do not publish of the Local Account.

### **4. ANALYSIS OF OPTIONS**

4.1. **Option 1** – Approve publication - This option will raise the profile of the issues facing vulnerable people and highlight the work that the council and our partners are undertaking to ensure the further development of services to help people stay independent and improve their wellbeing encouraging service user engagement throughout.

4.2. **Option 2** – This will not raise awareness of the work undertaken by the council and our partners to ensure that vulnerable people receive services to help them stay independent and improve their wellbeing.

### **5. RESOURCE IMPLICATIONS (FINANCIAL, STAFFING, PROPERTY, IT)**

5.1. No implications.

### **6. OUTCOMES OF INTEGRATED IMPACTASSESSMENT (IF APPLICABLE)**

6.1. Statutory Implications - Adult Services is responding to the Department of Health and the Promoting Excellence in Councils' Adult Social Care Programme Board proposal; that every council develops and publishes a 'local account' each year regarding adult social care services across their authority.

6.2. Environmental implications – None

6.3. Diversity implications – None

6.4. Section 17 – Crime and Disorder implications – None

6.5. Risk and other implications – None

## **7. OUTCOMES OF CONSULTATION AND CONFLICTS OF INTERESTS DECLARED**

7.1. The Adults Partnership and Listening and Learning Group have been involved in the development of this years' Local Account. Their comments and views have influenced the content and layout of this account.

## **8. RECOMMENDATIONS**

8.1. The Cabinet Member supports the publication of the Adult Services Local Account 2014/15.

DIRECTOR OF PEOPLE

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Date: 22 September 2015

**Background papers used in the preparation of this report:** None



# **Services to adults Local Account 2014 -15**

## Foreword

In North Lincolnshire we put people at the heart of what we do to help those in need of care and support to remain safe, are properly supported and their lives transformed.

North Lincolnshire Council produces this Local Account every year to tell the people of North Lincolnshire how Services to Adults have performed during the last 12 months, what has been achieved against last year's priorities and sets out the ambitions for the forthcoming year.

The Care Act introduced major changes to the funding of adult social care, raised the profile of support to carers and continued with the drive to integrate health and social care services. North Lincolnshire Council has worked in partnership with a range of organisations to develop person-centred services within local communities.

Your views and opinions are important to North Lincolnshire Council as they help shape the service that is delivered. [Page 48](#) contains details of how you can contact Services to Adults.

Councillor J Reed

Cabinet Member for Adult Services

[Insert photo of Cabinet member](#)

## Introduction

The Care Act 2014 came into effect on 1<sup>st</sup> April 2015, and represents the most significant reform of social care and support in 60 years. Various pieces of key legislation are combined within the Act, with the aim of making the law easier to understand.

The Care Act changes the way in which care and support is arranged, with the aim of giving greater choice and control to those in need of support; some of the most significant changes are;

- New rights for carers, all carers will be entitled to an assessment. If a carer is eligible for support, they have a legal right to receive support for those needs.
- Changes to the way that assessments are carried out, a person-centred approach must be used, with a person having a say in how they would like their needs to be met and what outcomes they would like to achieve.
- A right to an independent advocate to support a person during assessment if required.

Although this is a new piece of legislation, the way services to adults are provided or have developed over the last year meant that the council was already fulfilling a lot of

these duties. This document will highlight how Services to Adults have responded to the implementation of The Care Act 2014.

## The Main Messages

North Lincolnshire continues to be a high performing authority (against national benchmarking data) and has further developed or enhanced a range of care and support services to meet local needs. The key messages in this year's local account are:

- 5 Community Well-being Hubs have opened across North Lincolnshire
- Sir John Mason House, intermediate care centre has opened.
- More adult carers have been supported than in previous years.
- This year there has been an increase in more suitable housing for people with complex needs.
- More people have made contact with us compared to the previous year.
- More people than last year have control over their support through a direct payment.
- In comparison to 2013/14 more people this year were supported through rehabilitation and reablement services.
- Of the 27 national indicators, North Lincolnshire is higher than the England Average for 20 of those (74%). This is an improvement from 2013/14 when the 'above England Average' was 72%.

## Our area

North Lincolnshire covers an area of approximately 85,000 hectares on the southern side of the Humber estuary. The authority is primarily a rural area with a large agricultural area that encompasses small market towns and villages as well as a substantial urban area that includes the town of Scunthorpe.

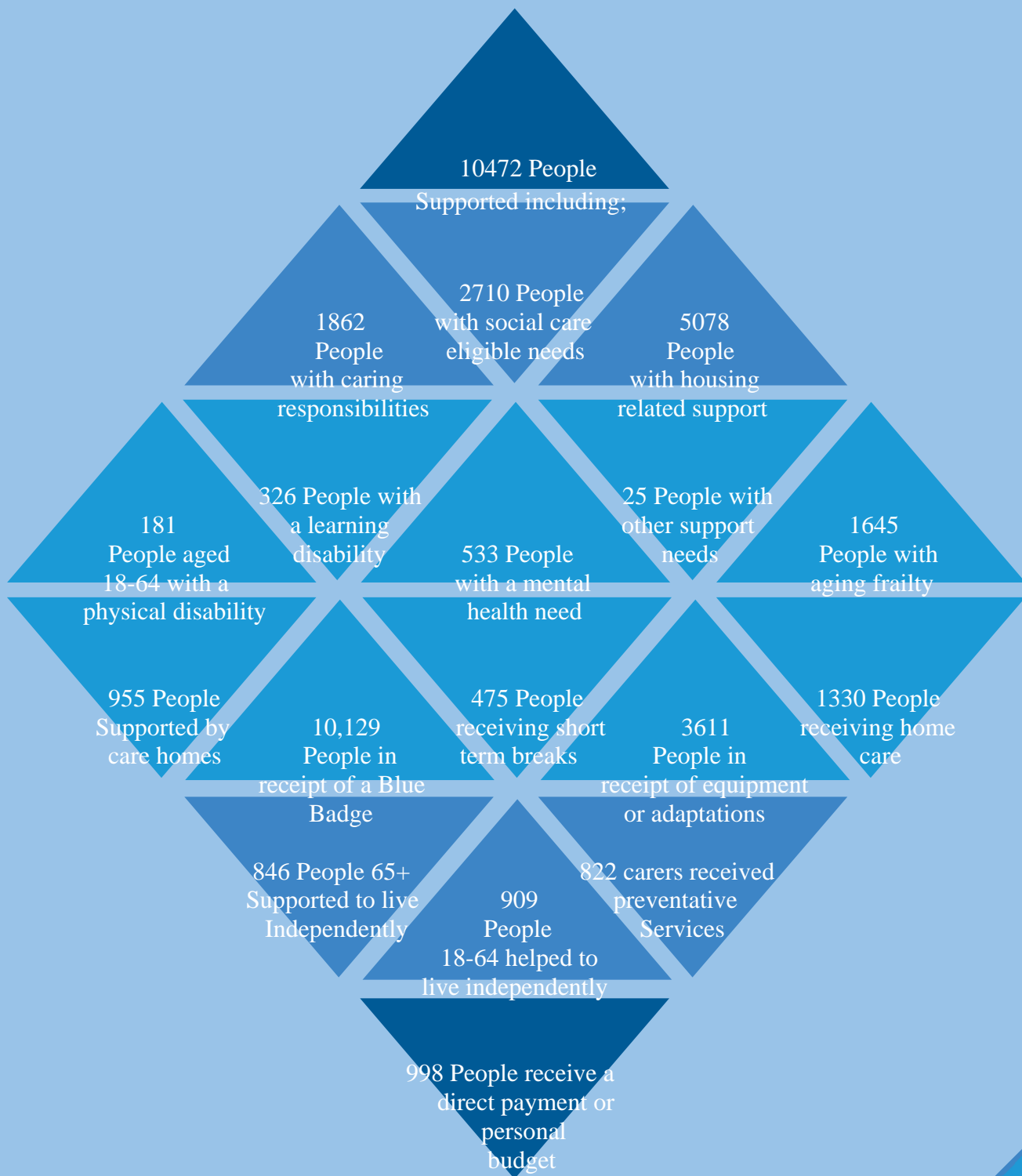


## **Our People**

The North Lincolnshire population is 168,760, which has increased at a significantly higher rate (9.5%) than both regional and national average (6.3% and 7.7% respectively) since 2001. Projections indicate a continuing growth of approximately 9% over the next 25 years.

The average age of the population is 41.2 years. The age profile broadly follows the national, although there are fewer young adults and more people in their 50's and 60's. Population estimates for 2013 show that North Lincolnshire has a higher larger percentage of people aged 65 and over than regionally or nationally (an increase of 22.6% in the number of over 65's between 2003 and 2013 compared to England average of 17.3% increase). Projections indicate that the number of people aged 65 plus will increase by 67.7% by 2037. A growth of over 7000 is expected in the number of people aged over 85 by 2037. There were approximately 70,684 households at the 2011 census of which 27.5% are one person households. The 2011 census also showed 1 in 9 people caring for someone else (18,000 people).





# What Services to Adults do

The People Directorate's (which includes Services to Adults) vision is: **safe** children and vulnerable adults, **supported** families and carers and **transformed** lives.

We aim to safeguard vulnerable people, aged 18 and above, including people with learning and physical disabilities, sensory impairment, frail older people and people with mental health needs. We work closely with child care colleagues to support young people aged 14 and over to transition into adult care and support services.

Our services are delivered in ways which support people to live their lives as independently as possible:

**Universal level** services are those that are available to everyone. Examples of these services include:

- Information advice and guidance
- Well being hubs
- Expert Patient Programme

**Targeted level** services are accessed following an initial assessment and provide short term support to enable people to regain lost skills and / or confidence and recover from illness or incident. Examples of these services include:

- Intermediate Care (Sir John Mason House)
- Home Support
- Community Housing Related Support
- Support to Carers
- Hospital Social Work Team

**Specialist level** services are those that focus on encouraging people to be in control of their lives, offering structured professional support and a personal budget to meet any unmet needs. This is accessed via a full social work assessment. Examples of these services include:

- Social Work
- Adult Protection
- Support Planning
- Adult and Family Carer Support Service

In addition to the support we provide, North Lincolnshire Council contract with a range of organisations to provide services across North Lincolnshire, including home

care and care home providers, advocacy services, housing support providers, and supported employment.

Services to adults support these providers in a range of ways, including support with training and quality assurance to meet regulatory standards. Our closest partner is health, and we have continued to work together to deliver integrated services where ever possible so people receive the right care, in the right place at the right time.

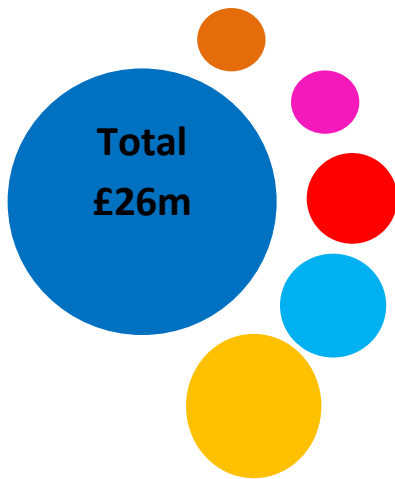
# The money facts

How much did we spend and what did we spend it on?

Adult Social Care 2014/15 Net Budget: £34,766,000

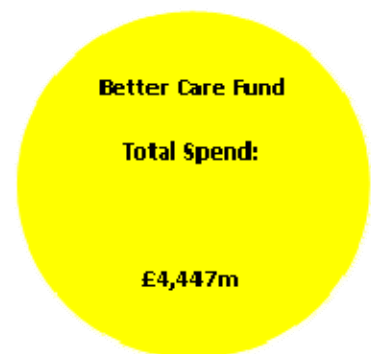
Adult Social Care 2014/15 Total Spend: £34,501,000

£26m was spent purchasing Care and Support for people



During 2014-15 Adult Services managed within a budget and also delivered cost improvements throughout the year, we spent a total of around £26m on providing care and support for people.

Throughout the implementation of more preventative community wellbeing services, this will continue to support the reduction of longer term services. Increasing further cost improvements within adult's services.



Prevention Support Services: How much did we spend?



## 2013/14 priorities

Last year Services to Adults said that we would;

***Priority 1: Increase the number of vulnerable people helped to live and receive care in the community***

***Priority 2: Increase the range of housing options for all vulnerable people***


***Priority 3: Increase the number of vulnerable people with employment***

***Priority 4: Increase the number of vulnerable people who have real choice over their care and support they receive.***

- **PRIORITY 1:** Increase the number of vulnerable people helped to live and receive care in the community

We did this by:

- a) increasing the accessibility to advice and information

Performance...			
Adult Social Care Outcome Framework (ASCOF) Measure	2013/14	2014/15	
Percentage of people who found information about	77.4%	84.4%	

services easily		(This is the joint highest result in the in England)	
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Services to Adults have worked with different people to improve how, when and where we provide information. Our information leaflets have been updated and can now be found on the council's website and in public places such as libraries, local links, and Community Wellbeing Hubs. Additional information about Services to Adults can also be found on the council's website with links to other sources of information where available. Advice and information is also available via telephone or face to face.

### **b) Establishing Community Wellbeing Hubs across North Lincolnshire**

The aim of the Community Wellbeing Hubs is to provide people with an opportunity to find out what they can do in their community, making sure that they have access to information, advice and guidance, whilst helping them to keep their independence. The Community Wellbeing Hubs are open to the general public but we also have staff to support individuals if and when they need it.

What the hubs can offer:

- ❖ Information, advice and support
- ❖ Social activities including art and craft workshops, reading groups, volunteer befriending.
- ❖ Healthy and safe lifestyles, for example, eating well, physical activity, foot care and sexual health.
- ❖ Community meals
- ❖ Well-being checks for those aged 75+
- ❖ Keeping safe, for example, adult safeguarding, relationship abuse etc.
- ❖ Activities and support for family carers
- ❖ Support if needed on a 1to1 basis when leaving intermediate care or hospital
- ❖ Supported employment for those who need additional support to access the workplace or training.
- ❖ Access to more specialist services for those with specific needs, for example, learning and physical disability, mental ill health, and for those who are considered frail and elderly.

Examples of the outcomes and support people have received from the service included:

**I am enabled ...**

- to get out and about for shopping, lunch out and a change of scenery
- to visit relatives in care homes through transport provided giving my main carer a break

**I have...**

- attended an 8 weeks "Cook and Eat" course with my befriender
- been supported to go to the Post Office to get my pension
- had home visits from my optician
- had my fire alarms checked and had a home visit from Fire & Rescue Service to have them replaced

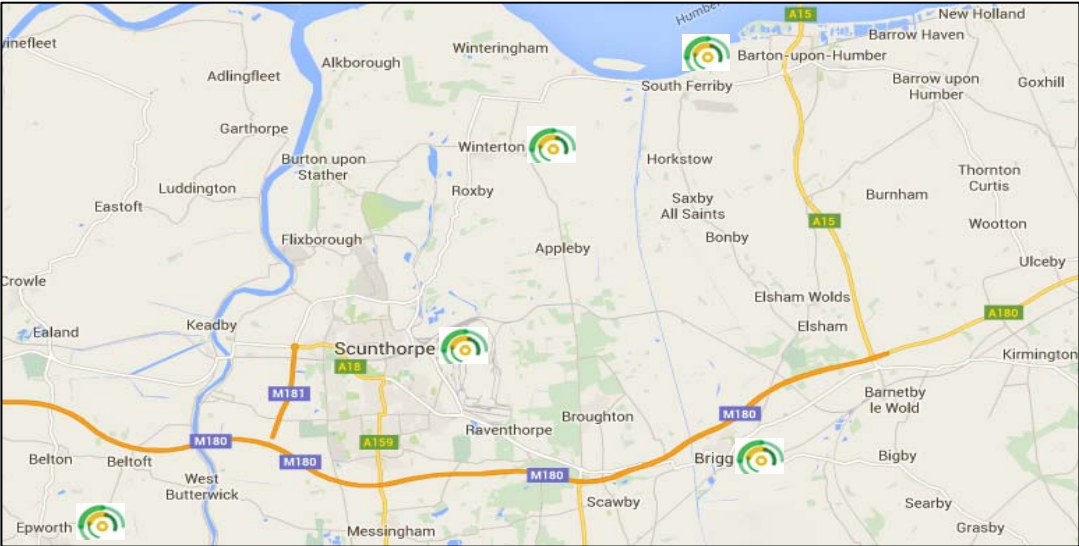
**My family/carer and I...**

- receive information and updates in different ways such as phone, email and text, often in evenings and weekends

The Community Wellbeing Hubs also offer access to services for those with more complex care and support needs, helping individuals to identify ways to improve their independence and wellbeing.



**Find your nearest Community Wellbeing Hub**



The Wellbeing Hubs also provide the NHS Health Check programme is to enable the population to stay healthier for longer, by reducing the risk of developing conditions such as heart disease, stroke, diabetes or chronic kidney disease.

Everyone between the ages of 40 and 74 years, who has not already been diagnosed with one of the conditions mentioned above, will be invited to have a health check and to give support and advice to help them keep healthy and well. This year 3,605 health checks were offered.

### **c) Supporting the Memory Lane Project**

The memory Lane project is delivered in partnership with North Lincolnshire Clinical commissioning Group (NLCCG). The aim and objectives of the Memory Lane Service are:

*“To support older people (65+) to reduce isolation and potentially unnecessarily attending their GP services or A&E”.*

This project recruited, trained and supported volunteers to meet with older people on a regular basis, offering friendship support and enable, where possible, to access local service and activities.

To do this 21 volunteer befrienders were trained, 22 service users were supported through 396 hours of support during November 2014 – July 2015.

### **d) Supporting the Expert Patient Programme**

The Expert Patient Programme is a free, six week course that gives people with long term health conditions practical help and advice about how they can manage their health and get the most out of life.

In 2014/15 52 people signed up to the programme.

***Linda is real-life proof that living with long term health conditions doesn't have to get you down.***

***‘On my course were people with a wide range of long-term conditions .....although we all had different conditions, we all shared a common goal – to learn how to cope with our conditions and live life as positively and as fully as we can,’ explained Linda.***

***The emphasis is on attendees working at their own pace and finding strategies that work for their particular conditions and circumstances.***



*“I really liked how the course focuses on what you can do, rather than what you can't. Some of us even found out about skills and talents we never knew we had before. Linda summed up her experience, ‘Having been on the course, I can vouch that it is time well spent. I have seen for myself how going along every week and being amongst a group that started out as strangers and ended up as friends can change the way you view the future. We all went away feeling we had lots to look forward to.’*

You can book onto the course yourself or ask your GP or practice nurse to refer you. Visit [www.northlincolnshireccg.nhs.uk/yourhealth](http://www.northlincolnshireccg.nhs.uk/yourhealth) and click on 'Expert Patient Programme' in the menu for more information and to download a referral form.

### **e) Developing Peer Support Workers**

The role of Peer Support Workers has been developed to support Adults with mental ill health. These peer support workers are people who have either recovered, or are well on their way to recovery, who work as part of the team to use their own experiences to help and support others.

In addition a Recovery College opened in September 2014. The college offers a variety of courses which are designed to help people manage their mental ill health. The courses are open to anyone in North Lincolnshire over 18 years.

We have helped people through their mental ill health in many different ways, tailored to their own situation, being supported in the local community.

### **f) Providing Rehabilitation and Reablement Support**

When people need some additional short term support our Access Team has been designed to be the first point of contact and can provide information and advice or sign post individuals to a range of community solutions, or put them in touch with our Adult protection Team if they have concerns for some ones safety.

If support is needed, the Access Team will complete an initial assessment with individuals and their carer's to identify what support they need. Our aim would be to help them regain their independence through rehabilitation or reablement support.

Sir John Mason House supported 308 people; 88% of people achieved their outcome of independence

**Rehabilitation and Reablement is an active process that supports people to regain skills, and increase their confidence and independence**

The council invested over £3million on a purpose built Intermediate Care Centre that opened in May 2015. The Centre, which is named Sir John Mason House, provides integrated health and social care services, to provide rehabilitation and reablement support for up to 30 people at any one time. This supports people to return home and to be as independent as possible. The service is available 24 hours a day and enables people to be discharged from hospital in a timely manner.

Take a look at Tina's experience of Sir John Mason Intermediate Care Centre on the link below:

[www.northlincs.gov.uk/journeyvideo](http://www.northlincs.gov.uk/journeyvideo)

When individuals are ready to go home, if they still need help to maintain their independence, we will continue to work with them and their families supporting them to regain their confidence and skills. This support will be provided by the Community Support Team.



### **g) Re-shaped theTelecare Service**

#### **What is Telecare?**

Telecare is a range of personal and environmental sensors which supports you to remain safe and independent in your home.

We changed the way we provide telecare in January to support people receiving rehabilitation or reablement support.

Between January to March 2015, 24 applications for telecare were received;

- 16 to support people leaving hospital or Sir John Mason House, to return to their home and regain their independence.
- 6 to support people to remain independent in their home,
- 2 to promote independence.


Our Telecare service continues to develop and help people manage better at home.

#### **h) We established a Hospital Social Work Team**

This service provides social work support 8am to 8pm, 7 days a week within Scunthorpe General Hospital. The purpose of the Hospital Social Work Team (HSWT) is to provide advice, assessment and arrange any services that people may need to support them to leave hospital.

The team will support individuals whether they are receiving treatment within the accident and emergency department or if they have had a stay in hospital. Ensuring that we work with other people like physiotherapists and nurses to support people to return home.

We work really hard not to delay people leaving hospital, when compared to other authorities we perform really well in this area and we continue to look at how we can improve even further.

<b>2014 / 2015 Facts and Figures...</b>			
<b>ASCOF Measure</b>	<b>North Lincolnshire Council</b>	<b>National Average</b>	
Delayed discharges from hospital, due to Adult Social Care	2.7 (Per 100,000 of the population)	3.7 (Per 100,000 of the population)	

(a low figure means the council is performing well)

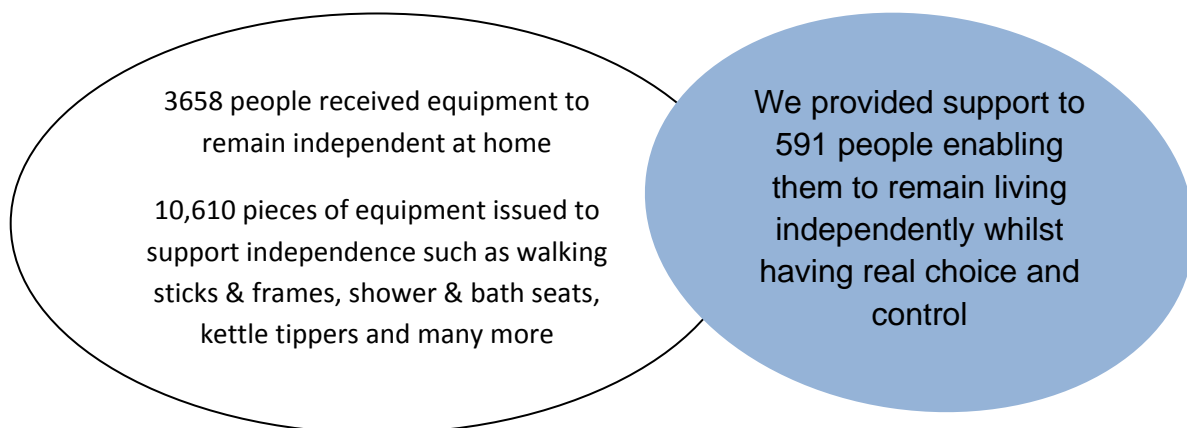
**Meeting people's needs early is important and enabling partners to offer early help is a priority for this coming year**

- **PRIORITY 2:** Increase the range of housing options for all vulnerable people

We did this by:

### **a) Providing low level Aids and Adaptations**

For many people simple aids and adaptations are all that is needed to support you at home.



Where these aids and adaptations are not enough we will work with you to find appropriate housing, or adapt the housing you are in, and support you with your housing needs.

### **b) Developing alternative housing options**

This year Strategic Housing increased the range of housing options for vulnerable people by working in partnership with our Enabling Support Team. This has supported vulnerable people to live independently by putting in the right support to ensure people can remain at home and manage their tenancies.

In December 2014, a new development of 8 apartments for people with a learning disability was opened in Scunthorpe. This was a joint venture between a variety of organisations including North Lincolnshire Council, North Lincolnshire Clinical Commissioning Group and North Lincolnshire Homes. The project was in part funded by a grant from the care and support specialist housing fund whose primary aim was to support and accelerate the development of the specialist housing market.

The new development supports people with complex and challenging needs who were placed out of area and wanted to return and receive support locally. A variety of events were held including “all means all” consultation with service users, carers and

staff and with support providers to develop the new housing and support offer. Each new tenant now has their own bespoke support package to meet their own individual needs.

In a similar partnership arrangement, 26 empty properties came back into use including 2 flats which are now homes for people with learning disabilities.

We work with other housing related support providers to ensure people have the right support they need:

### Housing Related Support Providers




- **PRIORITY 3:** Increase the number of vulnerable people with employment

We did this by:

**a) Increasing Employment Opportunities**

**Facts and Figures...**

ASCOF Measure	2013/14	2014/15	
Percentage of people with a (complex) learning disability in paid employment	4.5%	5.2%	

The above figure (5.2%) relates only to people with a learning disability in paid employment and is a similar figure to the national figure (6%). As well as supporting 18 people in paid employment we support a further 15 people into other employment opportunities, giving an overall figure of 10% of people with a learning disability in employment.

Our supported employment officers work in our community wellbeing hubs and offer support tailored to the individual. We directly employ four people with support needs within our wellbeing hubs.

**Kelly's story:**

**Kelly's story...**

Kelly is a 21 year old young woman whose aspiration is to be in full time employment. Kelly was born with a physical disability and she relies on her wheelchair for mobility which gives her more freedom.

Following school Kelly attended John Leggott College to study an Intermediate Access Foundation studies programme and upon completion moved to North Lindsey College to further her education studying IT Btec. In July 2014 Kelly contacted the employment service Mencap and received a visit at home from Tracy to discuss employment opportunities.


Kelly was more than keen to learn new skills enrolling in a 6 week pre-employment course, provided by Mencap which taught her the fundamental principles of working in an office environment. Kelly described this course as “a great stepping stone for me that taught me a lot of new things”. Tracey supported Kelly throughout this process and upon completion discussions around a work placement was held with the Adult Protection Team at North Lincolnshire Council, which resulted in working two days per week an Operational Support Clerk. Kelly enjoys her placement feeling welcomed and well supported. Kelly is eager to continue to learn new skills and fulfil her


- **PRIORITY 4:** Increase the number of vulnerable people who have real choice over their care and support they receive

We did this by:

**a) Undertaking Person–Centred Assessments**

We support people to remain as independent as possible and understand that people will need different levels of support to achieve this. Our social work teams work closely with individuals, their family and carers to understand what their care and support needs are, and how they would like these needs to be met. By working closely with health colleagues and other organisations more people are being supported to remain living well for longer in their own homes and communities.

<b>Facts and Figures...</b>			
<b>ASCOF Measure</b>	<b>2013/14</b>	<b>2014/15</b>	
Percentage of people who said they have control over their lives	81.4%	83.5%	

<b>Facts and Figures...</b>			
<b>ASCOF Measure</b>	<b>2013/14</b>	<b>2014/15</b>	
Percentage of people who were satisfied with the care and support they received	65.3%	71.7%	

Our locality social work teams are integrated, working with community health staff (district nursing and therapy services) and are based at several locations across the area. The social work teams supporting people with learning or physical disabilities are based in Scunthorpe.

Together, they are working to improve outcomes for vulnerable people living in the community by offering a timely response to people requiring support. The teams are also building close working relationships with GP practices and the hospitals in our area, as well as other council departments, the voluntary and private sector. This has

resulted in more people being supported to remain living well for longer, with positive outcomes, in the community of their choice.

We enhanced our assessment process to ensure we capture what is important to people and how they would like to be supported. We are developing feedback questionnaires so individuals can tell us how they experienced these integrated teams.


Other support provided by our social work teams include:

- Information, advice and signposting to other services
- Liaise and work with other relevant agencies where appropriate
- Provide individual support to help regain independence and to stay in the community
- Provide advice and support for young disabled children reaching adulthood
- Provide support at times of crisis
- Work with you in relation to managing risks to safeguard you from possible abuse
- Provide assessment and support plans
- Provide personal budgets to support your longer term unmet needs where needed

All our social work teams ensure people are at the heart of what we do, so they can take control and have real choice in how their unmet needs will be met. To do this, a personal budget, which is an amount of money to meet the long term unmet social care needs, giving control to choose how, who and when people will be supported. There are different ways of receiving a personal budget:

- Through a direct payment
- Through a delegated direct payment (when individuals decide who they would like to manage their budget for them)
- Through an Individual Service Fund (where a care provider or the council manages the budget on an individual's behalf)
- People can have a mixture of all of these

## Facts and Figures...

ASCOF Measure	2013/14	2014/15	
Percentage of	47%	60.1%	




people in receipt of a Personal Budget			
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**The challenge for personal budgets is to understand the aspirations of people with Mental Health needs and all carers to have choice and control- this is one of the priorities for 2015/16**

**b) Developing alternative service to support people with complex needs**

In response to the Winterbourne View recommendations, Adult Social Care and Health Services in North Lincolnshire worked together to ensure people living in hospital placements with Learning Disabilities and complex needs, outside of the area, were supported back to North Lincolnshire. This resulted in 5 people successfully living in their own accommodation with appropriate levels of support to meet their needs.

**Facts and Figures...**

ASCOF Measure	2013/14	2014/15	
Percentage of people with a (complex) learning disability living independently or with family	73.7%	77.3% Higher than the England average	

**c) Working in partnership to develop the Mental Health Crisis Concordat**

This year also saw the Mental Health Crisis Concordat being agreed locally. The concordat is a national agreement between services and agencies involved in the care and support of people in Mental Health Crisis. It sets out locally, how organisations will work together, to ensure that people get the help they need when they need it.

The focus is on how we support people to use the right services to get support to prevent a crisis developing.

**d) Developing support options for people with Dementia and their Carers**

The numbers of people within North Lincolnshire living with Dementia are increasing with current rate of diagnosis is at and needs to rise to 58% to 67% which is a

national target set within the Prime Minister's challenge on dementia 2020. To rise to the challenge locally we are supporting people to live well with dementia by:

- Developing a network of dementia friendly communities
- Promoting programmes of living well with dementia through the Community Well being hubs
- Raising public awareness of Dementia prevention
- Creating a dementia friendly generation
- Exploring alternative housing options

There are 85 Dementia Friends and 10 Dementia Friends Champions with local businesses across North Lincolnshire

e) Strengthening our Safeguarding offer

Adult Protection

2014/15



We received 697 Safeguarding Alerts

41 people were subject to a Safeguarding investigation

WHAT IS ABUSE?

Abuse is a harmful act that goes against someone's individual rights. For example, physical psychological, neglectful, financial, sexual, institutional or discriminatory abuse. Abuse is everyone's business. If you spot any signs of abuse in an emergency call 999


Facts and Figures...

Measure	2013/14	2014/15	
Number of concluded safeguarding investigations	53	41 Threshold introduced in year	
Number of substantiated investigations	29 (55%)	30 (72%)	

**“Adult Protection”** is working with adults with care and support needs to keep them safe from abuse and neglect. It is an important part of what many public services do, and a key responsibility of Local Authorities. Local services must work together to identify people who may be at risk and take steps to protect them. As with any other work we do with individuals, it is important to listen and respect what the vulnerable person at risk would want to achieve, so that any support to reduce or take away the risk is in line with their wishes. At times this cannot always be achieved, for example, when others may also be at risk, but in these situations we will explain and work with them to achieve positive outcomes for all involved.

Although Local Authorities have been responsible for safeguarding for many years, there has never been a clear set of laws behind it. As a result, it has often been very unclear who is responsible for what in practice.

The Care Act identifies a legal framework so key organisations and individuals with responsibilities for adult safeguarding can agree on how they must work together, and what roles they must play to keep adults safe.

<b>Facts and Figures</b>			
<b>ASCOF Measure</b>	<b>2013/14</b>	<b>2014/15</b>	
Percentage of people receiving services who feel safe	71.6%	74.6% Top three in the Yorkshire & Humber region and higher than the England average	

**f) Dedicating staff to enhance the support to people who lack capacity**

When people lack capacity to make certain decisions, The Deprivation of Liberty Safeguards (DoLS) which are part of the Mental Capacity Act 2005, aim to make sure that people in care homes, hospitals and supported living are looked after in a way that does not inappropriately restrict their freedom. The safeguards should ensure that a care home, hospital or supported living arrangement only deprives someone of their liberty in a safe and correct way, and that this is only done when it is in the best interests of the person and there is no other alternative. This year we

dedicated staff to undertake these specialist assessments ensuring appropriate safeguards are in place. Similar arrangements exist for people living in their own homes.

**We are finding it very difficult to manage these assessments within the time frames set nationally and want to support the Law Commission review of this process whilst keeping people safeguarded when they lack capacity.**

#### **g) Working together with Carers**

In North Lincolnshire there are 18,000 people who are caring for a family member or friend. We estimate that between Services to Adults and Voluntary Sector agencies we are offering support to approximately 5,000 Carers.

## What we have done during the year

We have worked with the **Carers Advisory Partnership**. The areas we focussed on this year were:

Communication	we heard how Carers want to be communicated with
Personal Budgets	we have worked together to improve the assessment and finance processes
Information for Carers	Together we have reviewed information, designed packs and planned Carers Roadshows for next year
Disabled Facility Grants	Carers highlighted the issue of waiting times and are part of the review and remodelling of this and the wider service

Together we held a Carers Rights Day Event and have made plans for improving how we work jointly together to support Carers. We have opened up the Community Wellbeing Hubs to Carers and the people they support. We have started to make plans to promote the hubs to Carers throughout the coming year.

We have looked at how we provide **services to Carers**, working to improve the Carers Needs Assessment and the Review process. We saw an upward trend in the number of Carers coming forward for assessment.

We have provided funding and specialist support to Carers of individuals with the most complex needs. During the year we provided Carer break funding to 338 people.

However, our performance against the Adult Social Care Indicator which records how many Carers have Self-Directed Support was poor at 44.5%. We have looked at this with regional colleagues. We are confident that our low performance is due to recording issues and will improve next year.

We commission the Carers Support Centre and work closely with them and other support services to ensure that changes in a Carer or individual's needs is quickly responded to. This includes Case Leader Support which was received by 822 Carers, 147 Carers completed training and all were provided with information and advice.

We also commission support for Carers of individuals with mental ill Health.

339 Carers accessed life-long learning which provides opportunities to engage in activities of interest and learn new skills

### h) Developing an All Age Carer Strategy

In 2014/15 we were on our way to develop the **All Age Carers Commissioning Strategy** to reflect the needs of Adult Carers, Parent / Carers of Disabled Children and Young Carers. Initial feedback from the consultation indicates that we will know we are successful when carers say:



Some examples of the outcomes achieved for carers:

*Mr J cares for his wife who has dementia. He did not want to leave her or have anyone else in the home. Following his Carers Needs Assessment he received a direct payment (cash budget) which enabled him to buy a laptop. This opened up opportunities for him to have some time for himself, follow his interests and keep in touch with the outside world without leaving his house or his wife.*

*Mrs L cares for her husband who has been physically disabled for many years. Her caring role has increased over the years and her garden has become overgrown and unmanageable. Her garden had always been her sanctuary. Her carer break money was used to clear the garden so she could then spend time in it and re-engage her interest in gardening and feel refreshed whilst her husband also had a break.*

#### **i) Developing services when people can no longer manage at home**

We want to support people to live at home for as long as possible, but sometimes support at home, equipment and home adaptations are not enough and people may need residential care.

In North Lincolnshire there are 61 care homes and we work with individuals, their families and carers to find the best care home that will meet their needs. The choice of which home people choose to live in remains with individuals, their family and carers.

North Lincolnshire Council assures itself continuously that all Adult Care providers with whom it contracts, or who provide health and social care services in its area, do so safely and to the highest possible quality of care and support. To support this we assess Care Homes and Home support services to ensure that the services promote the well being of the individual and involve people in choices about the services they receive.

Our intention is to ensure everyone living in a care home receives good and outstanding services across the area.

The majority of care and support services are delivered by external organisations, there are currently

- **61** Care Homes
  - 30 Older People Residential Care Homes
  - 6 Older People Nursing Care Homes
  - 4 Mental Health Residential Care Homes



- 5 Physical Disabilities Residential Care Homes
- 16 Learning Disability Residential Care Homes
- **20** Home Support Services covering all service user groups
- **15** Community and Housing Related Support (not regulated by CQC) providers in the area covering all service user groups

The Care Quality Commission (CQC) is the independent regulatory body who monitor, inspect and regulate services to make sure they meet standards of quality and safety against 5 domains;

Safe / Effective / Caring / Responsive / Well-led

CQC publish a report for each home they inspect to help people choose their care.

For more information on these please click the link below which will direct you to the CQC website;

<http://www.cqc.org.uk/content/inspection-reports>

## **j) Piloting Direct Payments in Residential Care**

In 2014 North Lincolnshire Council was selected as one of the Local Authorities to pilot the use of Direct Payments in Residential Care. The purpose of the scheme is to provide greater choice and control to people living in residential care and is available to people aged 18+ living in North Lincolnshire.

### **How does it work?**

A Direct Payment is money that is given, to allow individuals to have a greater say in how their needs are met. The social worker will help people to decide what they would like to spend their Direct Payment on, and how it could be paid for.

Examples:

**Robert aged 87 has lived in a care home for a number of years. He uses his direct payment to visit the local pub for lunch. The landlord has started recording the previous night's football so Robert can watch it on the big screen**

**Mrs P has always loved to knit. She has bought wool and needles with her direct payment. A local knitting group needs a new place to meet. The care home where Mrs P lives hopes to offer them a home in one of their lounges**

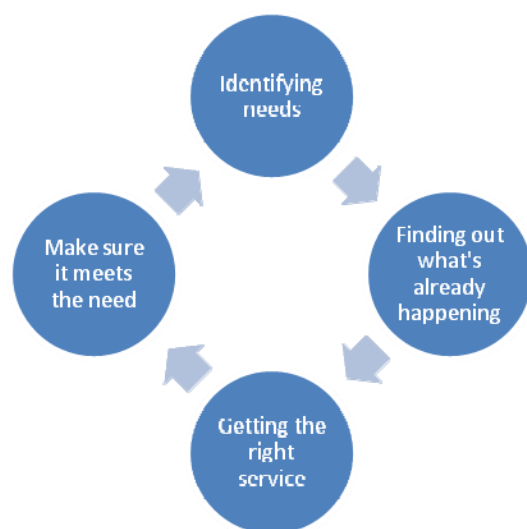
**Frank uses his direct payment to visit the air raid shelters in central Stockport where he and his family took refuge in during the Second World War. Frank said "It's not how I remembered it .... It's too clean! But I really enjoyed my visit."**

## Key Developments & Improvements

### **Market Intelligence / shaping**

A range of support and services are available across North Lincolnshire to meet individual care/support needs. Care and Support Services are provided directly by the Council or by the voluntary sector, social enterprises, health or private organisations. To make sure that people receive the right services in the right place at the right time, we work to understand our population and then design services around their needs. This is called the commissioning process.

## Commissioning is....



Throughout 2014/15 we have undertaken a series of reviews of local services to ensure that we commission services that meet peoples' needs. We continue to work with our partners such as North Lincolnshire Clinical Commissioning Group to make sure that individuals can choose from a range of high quality services and support.

The following provide examples of some of the services that have been re commissioned, tendered and negotiated in order to support and increase the number of people enabled to live and receive support in their community of choice:

### **Community Housing Related Support Service**

In January 2014, following a tender exercise, one provider was successful in its bid to deliver a new Floating Housing Support Service. Previously, these services were delivered by a number of providers. The new service offers greater flexibility tailored to people's needs and includes quality checks that help support people to be more independent.

### **Community Support for You**

Community Support for You is the term used for the list of providers who apply to deliver homecare services in North Lincolnshire. This system allows new providers

to join our arrangement at different points and offers increased choice and flexibility for people in our communities.

### **Telecare Service**

From January 2015 the new provider of the Telecare Service is the Security Control Centre within North Lincolnshire Council. The Security Control Centre also provide an Alarm Call Service to people in their own homes, by joining these two services together, it gave an opportunity for greater flexibility for the users of the service and delivered greater value for money.

### **Market Position Statements**

In 2014-15 we published two Market Position Statements:

- ➔ Adult Services
- ➔ Complex Care (all ages) including easy read version

Market Position Statements are written and published to inform organisations and companies who provide support services to know what kind of help people need. We want people who run services to read these documents and talk to us about their ideas on how they can support individuals to achieve positive outcomes.

We also published our updated Commissioning Strategy for Vulnerable Adults which sets out our plans for the future. The aim of the strategy is to:

- Describe our local vision and ambitions for services for people
- Outline our understanding of the needs of our population
- Show how we make sure safeguarding and engagement is at the centre of commissioning
- Look at how we can work with partners, providers and our communities to develop services for individuals
- Set out how we will make sure services are safe and of high quality
- Describe how we will get there

Please see our web pages for more information.

<http://www.northlincs.gov.uk/people-health-and-care/shaping-services/health-and-care-consultations/market-shaping/>

We are committed to working with people to make sure our services are developed around individual needs and outcomes. To find out more or to get involved with our

work please contact the Integrated and People Commissioning Team on 01724 298227/298363 or email [commissioningprocurementcontracts@northlincs.gov.uk](mailto:commissioningprocurementcontracts@northlincs.gov.uk)

## Monitoring and Evaluation

### The Peer Challenge

We asked the Local Government Association (LGA) to undertake an Adult Social Care Peer Challenge. The LGA arranged a team made up of Councillors, NHS and Council Staff from other areas to assess our services in September 2014.

**'Staff were motivated and enthusiastically delivering innovative preventative solutions.'**

*LGA Review Team*

The peer challenge looked at our ambitions, performance and delivery against our Adult Social Care priorities. They met with service users, staff, partners and providers of care who helped them with their review.

The report provides an external view on the quality, processes and procedures of Services to Adults in North Lincolnshire.

The review team felt that, ***'the direction of Adult Services in North Lincolnshire is going in the right direction due to a focus on a more integrated approach with partners'***

The LGA team found good examples of user and carer engagement across Adult Services. Service Users are actively involved in many areas including the Learning Disability Partnership Board, Commissioning Cycle, Well Being Hubs, reviewing our publications and materials and helping us shape service design and improvement.

**'Good examples of user and carer engagement'**

*LGA Review Team*

Cabinet report will be hyperlinked



## **Performance Indicators**

North Lincolnshire Council seeks to assess how it is performing against service priorities; there are 27 Adult Social Care Outcomes Framework (ASCOF) indicators which we are measured against nationally.

Services to Adults performed very well against these indicators. Of the 27 indicators, North Lincolnshire is higher than the England average for 20 of those (74%). This is an improvement from 2013/14 when the 'above England average' with 72%.

We are higher than the combined Regional and Comparator Group for 16 Indicators (59%), and there are 14 Indicators where we exceed all of the England, Regional and Comparator averages.

For a full list of Indicators, please see Appendix 1.



## Our Partners

Working together in partnership and across organisations deliver better outcomes for individuals and communities they operate in. Here in North Lincolnshire, we have a range of partnerships of which the following are examples of:



### **What is the Health and Wellbeing Board?**

It is a statutory partnership of senior representatives from organisations that are responsible for improving the health and wellbeing of everyone in North Lincolnshire.

### **What does the Health and Wellbeing Board have to do?**

It develops the Joint Strategic Needs Assessment (JSNA) which looks at the current and future health and care needs of the local population. It also develops the Joint Health and Wellbeing Strategy (JHWS). It encourages agencies to commission (buy) services together (where appropriate) and promotes integrated (joint) working.

### **What are the Health and Wellbeing Board priorities?**

The Health and Wellbeing Strategy sets out the key things that we need to work together on to help improve the lives of everyone in the area. This has allowed us to move forward on the priorities we set for integrated services for the frail and elderly with the help of the Better Care Fund plans.

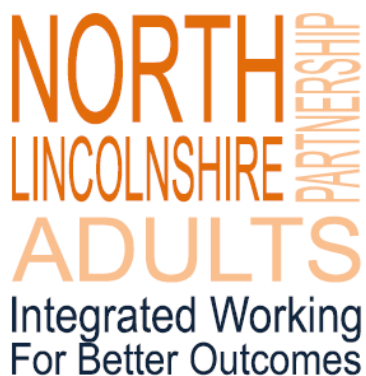
You can access the JSNA via the North Lincolnshire Data Observatory:

[http://nldo.northlincs.gov.uk/IAS\\_Live/sa/](http://nldo.northlincs.gov.uk/IAS_Live/sa/)

You can access the JHWS via the North Lincolnshire Council website:

<http://www.northlincs.gov.uk/people-health-and-care/shaping-services/health-and-wellbeing-partnerships-board/health-and-well-being-strategy/>

## North Lincolnshire adults Partnership



### **What is the Adults Partnership?**

It is a stakeholder/reference group which brings together people from organisations involving in providing services and support to adults as well as adult representatives.

### **What does the Adults Partnership do?**

It develops, monitors and reviews the Vulnerable Adults Strategy and makes sure that adults and parents/carers are at the centre of all that we do.

### **What are the Adults Partnership priorities?**

The partnership priorities within the Vulnerable Adults Strategy are that:

- Vulnerable adults live well for longer
- Vulnerable adults are enabled to be involved in community life
- Vulnerable adults have choice and control

The principles in the strategy link to the Think Local Act Personal initiative which focuses on personalised, community based support.

## Local Safeguarding Adults Board



### What is the Safeguarding Adults Board?

It is a statutory partnership of senior representatives from organisations that work together to make sure that systems and services protect vulnerable people from abuse and that members provide the right services and support.

### What does the Safeguarding Adults Board have to do?

It sets procedures, develops an annual strategic plan, produces an annual report of achievements and arranges for reviews of cases to be held if required.

### What are the Safeguarding Adults Board priorities?

The priorities are to:

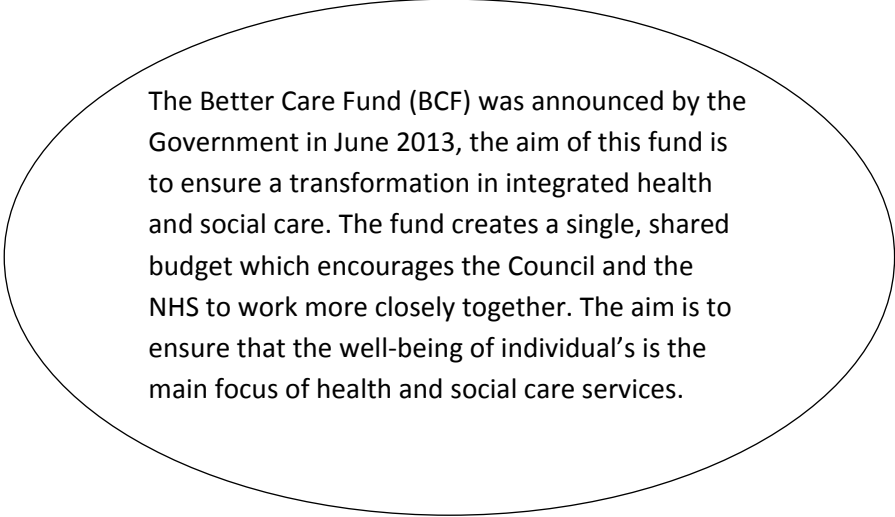
- Keep vulnerable adults safe in the community
- Raise awareness with friends and family how to keep vulnerable adults safe
- Keep vulnerable adults safeguarded in placement

You can access the business plan and annual report via the North Lincolnshire Council website:

<http://www.northlincs.gov.uk/people-health-and-care/information-for-professionals/safeguarding/safeguarding-adults-board/>

## **Joint Board Health & Social Care (Frail and Frail Elderly)**

The joint board is a partnership board with membership from the CCG/Council/Northern Lincolnshire & Goole Foundation Trust/ Rotherham Doncaster & South Humber Foundation Trust which has oversight of delivery of the Better Care Plan for North Lincolnshire



The Better Care Fund (BCF) was announced by the Government in June 2013, the aim of this fund is to ensure a transformation in integrated health and social care. The fund creates a single, shared budget which encourages the Council and the NHS to work more closely together. The aim is to ensure that the well-being of individual's is the main focus of health and social care services.

### **What does it do?**

The board has responsibility under a Partnership Agreement to oversee the delivery of the Better Care Fund Plan and use of the pooled budget

### **What are the Joint Board's priorities?**

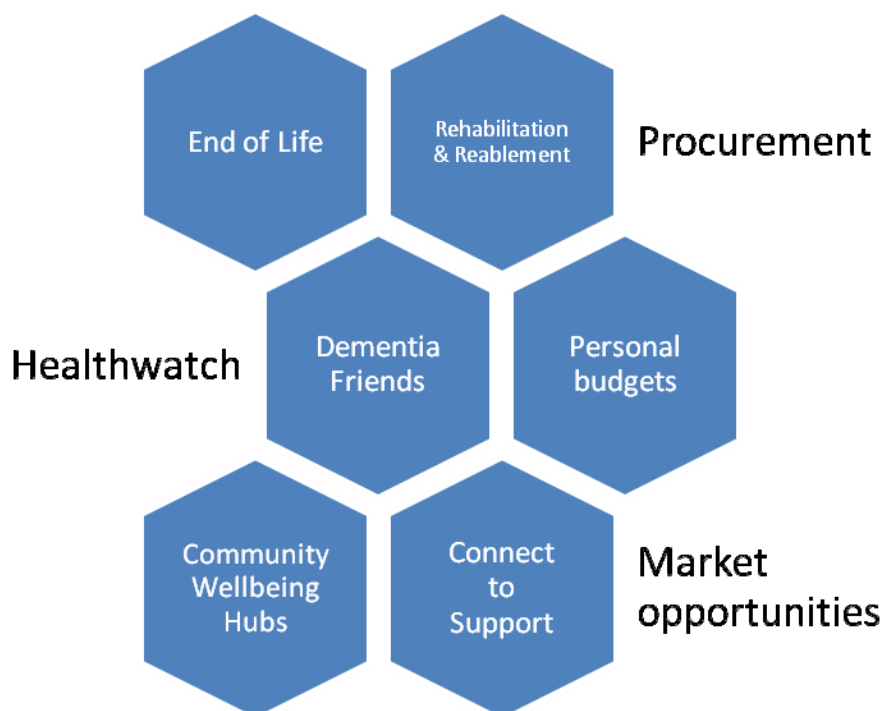
The priorities set out in the Better Care Plan are to improve outcomes for our population who are frail and frail elderly:

- Reducing hospital admissions
- Reducing lengths of stay in hospital
- Reducing delayed transfers of care from hospital
- Reducing permanent moves into care homes

## Cross Sector Provider Partnership

In North Lincolnshire we work with people who run services to ensure that the services are right for the people of North Lincolnshire and are developed to meet the right needs in the right place at the right time.

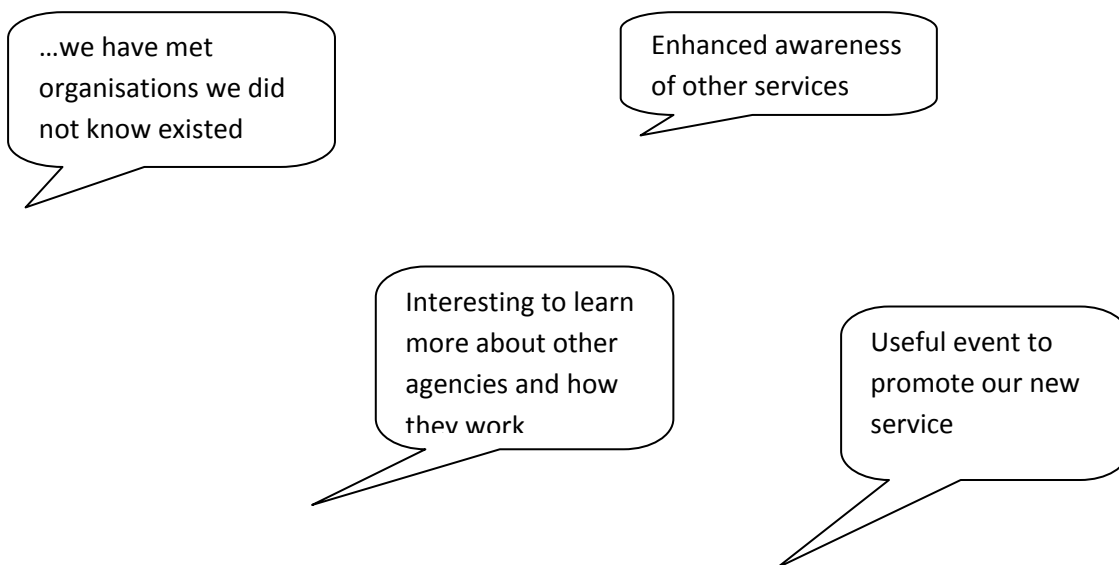
In 2014-15, the Partnership held a variety of workshops in order to develop services. These included;



In December 2014 a Market Place Networking Event was held by the Cross Sector Provider Partnership. The Networking Event had 36 stalls representing the support and services on offer in North Lincolnshire. The aim of the event was to increase awareness of the range of services in available in North Lincolnshire which might be relevant to you now or in the future.

Local providers were invited to bring along a stall to showcase their organisation and staff from the People Directorate at North Lincolnshire Council were also invited to attend.

Feedback from those who attended included:



### **Strategic Care Home Partnership**

We have continued to work with residential and nursing home care providers to drive up standards and quality of care, share best practice, and work in partnership with health to agree how together we can support the providers to support people with increasing complex needs to prevent unnecessary admissions to hospital and support people nearing end of life.

One of the key areas this year that the partnership focused on was the cost of care within residential homes with work commencing this year to understand what an appropriate fee level would be.

The cost of care work is supported by The Care Act 2014 and The Care and Support and Aftercare (“the Choice Regulations”) Regulations 2014, which states that local authorities must focus on outcomes when pursuing market shaping and commissioning. The Choice Regulations also requires that

- Councils should have regard to guidance on minimum fee levels.
- Councils must not undertake any actions which may threaten the sustainability of the market as a whole.
- Councils should assure themselves and have evidence that providers deliver services through staff that are remunerated so as to retain an effective workforce.

# Service User Voice

## Nothing about you without you



We want to know what our customers think about what we plan to do and then use the ideas to make our services better.



We are committed to working together to improve outcomes for people in our area.



We have promised to work together and involve people at an individual, service and strategic level. As part of this, we have developed a Service User Engagement Statement. This has been agreed by the Health and Wellbeing Board and the Adults Partnership



We have a number of ways of involving people who use our services and seeking their views.

Encouraging people who use their services to 'have their say'...

- There are groups in place called **citizenship partnerships**, which focus on carers, people with learning disabilities and people with autism. These groups are attended by service users and their carers/families as well as people from other organisations. These groups give people a chance to 'have their say' about things that matter to them.







Examples of feedback from service users involved in the Learning Disability Partnership were that:

- ☺ They are supported to have a voice
  - ☺ They feel listened to
  - ☺ People have been brought back into the area
  - ☺ Transport is more accessible
  - ☺ There is more accessible independent living
  - ☺ There is more choice
  - ☺ There are better developed links across different groups
- Carers and people with learning disabilities are represented on the Adults Partnership. Real stories about people using our services go to each Adults Partnership meeting to make sure that people are at the centre of all that we do.
  - There is a representative of older people on the Health and Wellbeing Board, who is also a member of the Adults Partnership. This helps to make sure that older people's issues are raised at both meetings.
  - We had a 'Let's Talk' conversation with service users and carers in 2014. Examples of feedback from the meeting included:

*"I was in the respite home for six weeks. They were fantastic. I was depressed and they rallied round me. They had me belly laughing every*

*"I'm a Fresh Start Ambassador – I'm trying to give something back"*

*"Spread the word – people need to know what's out there"*

*"Not being able to do the shopping and gardening are the kind of things that make you feel sad and isolated"*

*“In some ways people are in control of their destiny and in other ways they feel out of*

*“I have nurses and carers and a lifeline”*

- We involve people in making decisions about new staff for our services as much as possible. We help them to be involved in the process and we have developed easy read job descriptions to help.

Examples of feedback from those involved in the process were that:

- ☺ “It was great to be asked to represent carers in the interview process. It’s a positive move and helps to remind applicants who they are working for, introduce some real life experience and make service users/carers feel involved – very positive all round”
- ☺ “I enjoyed the experience”

**We intend to develop a ‘users by experience inspectors programme during 2015 to help improve quality across all services and regulated settings.**

# Ambitions for the coming year

## Service priorities

### *Ambition 1: Vulnerable Adults Live Well for Longer*

Service priority: Strengthen Well Being through developing community capacity.

### *Ambition 2: Vulnerable Adults are enabled to be involved in community life.*

Service priority: Enable people with dementia to access all aspects of community life to live well.

### *Ambition 3: Vulnerable Adults have choice and control*

Service priority: Enable more carers and vulnerable adults to have choice and control over their long term care and support.

Safeguarding: Enable people who lack capacity to have the maximum independence possible.

## Help us improve

We make every effort to make sure that services are of the highest standard. It is important that we understand the views of the people who use our services to ensure that these standards are maintained and that we continue to improve.

It is always good to know when people have had a positive experience of our services and this helps us to understand what works well. We would encourage you to give us your comments and suggestions. Hearing about services from the viewpoint of people who have experienced them provides us with valuable insight.

We also want to hear from you if you have a complaint to make or if you have any concerns about the service we have provided. We want to ensure that our services work well for people, but we recognise that from time to time people may not receive the standard they expect. When this happens we want to know so that we can put things right.



If you would like to give us your views either about the service you receive or this local account you can get in touch in the following ways:

Email: [servicedevelopmentteam@northlincs.gov.uk](mailto:servicedevelopmentteam@northlincs.gov.uk)

Telephone: 01724 298405

Post: Service Development Team,  
North Lincolnshire Council,  
Hewson House,  
Station Road,

Brigg,  
DN20 8XJ.

## APPENDIX 1 - ASCOF North Lincolnshire Performance Assessment - 2014 2015

### APPENDIX 1 – Adult Social Care Outcome Framework (ASCOF) North Lincolnshire Performance Assessment - 2014 2015

In addition to listening to the people of North Lincolnshire and ensuring the services meet current and future needs of the area. The council uses the ASCOF nationally agreed measures to compare our performance against the England position. Our target for the end of 2015/16 is to be above average in more than 84% of these measures, and where we are not, we should be improving faster than other councils and closing any gaps. By 2017 we aim to be above average in almost all measures (97%).

The most recent figures (2014/15) show we are performing better than above England score in 20/27 cases (74%), This is an improvement from 2013/14 when the 'above England score' was 72%.

We seek to improve our performance at all levels but also recognise that excellence is more than performance measures and the quality of our services and decision making are equally important. The service has frameworks for managing both these essential elements and driving the improvements for the people we serve.

The details below show the current position of the 27 measures

\* N/A – Not Comparable

Measure	14/15	England Score	Above England Score
<b>Enhancing Quality of Life for people with Care and Support Needs</b>			
Service user survey which measures the quality of life of people receiving social care services	19.6 (Out of 24)	19.1	✓
Responses from service users reporting that they have control over their daily life	83.5%	77.3%	✓

Social care service users who are receiving self-directed support	60.1%	83.7%	
Carers in receipt of self-directed support	44.5%	77.4%	
Social care service users who are receiving self-directed support as a Direct Payment	31.9%	26.3%	✓
Carers receiving self-directed support as a Direct Payment	35.4%	66.9%	
Survey which measures the quality of life of Carers	8.2	7.9	✓
People with a Learning Disability in receipt of paid Employment	5.2%	6.0%	
People in contact with mental health services in receipt of paid Employment	7.4%	6.8%	✓
People with a Learning Disability living at home or with family - Independence	77.3%	73.3%	✓
People in contact with mental health services living independently or without support	67.7%	59.7%	✓
Service user survey where people responded that they have as much social contact as they would like	50.1%	44.8%	✓
Carers survey where Carers responded that they have as much social contact as they would like	38.1%	38.5%	
<b>Measure</b>	<b>14/15</b>	<b>England Score</b>	<b>Above England Score</b>
<b>Delaying and Reducing the Need for Care and Support</b>			
Proportion of new permanent admissions of people aged 18-64 to residential and nursing care homes	13.9	14.2	✓
Proportion of new permanent admissions of people aged 65 and over to residential and nursing care homes	560.4	668.8	✓

Older people (65+) who were discharged from hospital to their own home/care home for reablement/ rehabilitation services and were at home 91 days later	90.3%	82.1%	✓
Proportion of older people (65+) who were offered a reablement/ rehabilitation service	2.1%	3.1%	
The average number of delayed transfers of care from hospital	6.3	11.1	✓
The average number of delayed transfers of care from hospital due to social care	2.7	3.7	✓
New people that received a short term service and left with either no ongoing support or low level support	85.3%	74.6%	✓
<b>A Positive Experience of Care and Support</b>			
Overall satisfaction of people who use services with their care and support	71.7%	64.7%	✓
Overall satisfaction of Carers with Adult Services	44.6%	41.2%	✓
Carers who report that they have been included or involved in discussions about the person they care for	72.5%	72.3%	✓
The proportion of people who find it easy to find information and advice about services	84.4%	74.5%	✓
The proportion of Carers who find it easy to find information and advice about services	72.6%	65.5%	✓
<b>Safeguarding Adults whose Circumstances make them Vulnerable</b>			
The proportion of people who use services who feel safe	74.6%	68.5%	✓
The proportion of people who use services who say that those services have made them feel and secure	81.5%	84.5%	





