



London Borough of Sutton Local Account 2014-15



	Background
	This Local Account is a report about what Sutton Council’s Adult Social Care Services did from April 2014 to March 2015.
	Because we have less money than before it has been difficult for all council services, including Adult Social Care.
	Our questionnaire about Adult Social Care showed that service users thought Sutton was in the top 5 of all London Boroughs. This was for 6 of the 7 things they were asked about. Sutton also had the most service users who felt safe.
	By 2021 Sutton will probably have 218,000 residents – that is like adding 15 extra people to every 100 who live here now.
	There will be more different kinds of people. And more people aged over 65 – probably 1 more for every 4 who live here now.

	<p>Money</p>
	<p>Cuts to budgets for every council in the country mean Sutton must save £74 million between 2010 and 2019. By March 2016, the Council will have saved £43 million.</p>
	<p>Adult Social Services has reached its targets every year, saving £3.25 million in 2014 – 2015.</p>
	<p>In that time it spent £63.3 million on services for people with different care needs.</p>

	<p>What we did in 2014 – 2015</p>
	<p>Adult Social Services had 5,409 requests for support from new clients.</p>
	<p>The council gave Long Term Support to 2,067 people.</p>
	<p>The service gave support to carers 925 times.</p>



One of the most important goals for Adult Social Services is for people to have choice and control, so their services are just right for them.



One way to do this is with Personal Budgets and Direct Payments.



All 2,067 clients who got Long Term Support had a personal budget.

663 of them got a Direct Payment.



We set a goal of nearly 1 in 3 service users to have a carer who got an assessment looking at their needs. We did better than the goal we had set.



1,580 service users were due a review to look at their care. Our goal was for 1,264 of them to have a review. In fact 1,319 had a review.



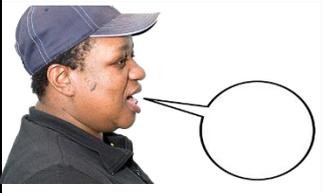
The National Adult Care Survey (questionnaire) shows how well Adult Social Care services are doing across the country. For 6 of the 7 things measured, Sutton came in the top 5 of all London boroughs.



Sutton had the most service users who feel safe.



More than 9 in every 10 people answering the questions said they were at least quite satisfied with services, or happy with the way staff treated them.

	<h2>Complaints, Comments and Compliments</h2>
	<p>London Borough of Sutton is happy to hear what residents think of services because this can help make them better.</p>
	<p>In 2014 – 2015 we had 31,818 telephone customers who told us what they thought of their call. 88 in every 100 said it was Good.</p>
	<p>24,621 residents who came to Sutton’s Civic Offices told us what they thought of their visit. 90 in every 100 said it was Good.</p>
	<p>Adult Social Care had 68 complaints about things like:</p> <ul style="list-style-type: none"> • Being unhappy about care or a service. • Delays communicating and providing services. • Not sticking to agreed timetables of work. <p>As a result of these complaints, staff have had training. And we have changed our policies, so everyone is clear about how they should work.</p>

	<p>Our goals and what we did best in 2014 - 2015</p>
	<p>✓ Adult Social Care joined with the Children, Young People and Learning Directorate (or team) as part of a new People Directorate.</p>
	<p>✓ All clients who get Long Term Support had a Personal Budget. Nearly 1 in 3 had a Direct Payment.</p>
	<p>✓ Most of our services run by the voluntary sector met the goals in their contracts.</p>
	<p>✓ The council had 3,347 safeguarding alerts. It had 1,148 in 2012 - 2013. It looked into 627 referrals to protect vulnerable adults.</p>
	<p>✓ We changed Sutton's Health and Wellbeing Strategy. We now have the LiveWell programme, the Smoking Cessation programme (to help people stop smoking), and we tried out the Sutton People's Kitchen.</p>
	<p>✓ The council made some changes so that Sutton Adult Social Services follow the new Care Act.</p>



Client and Carer Involvement in 2014 – 2015



In Sutton, we think carers are as important as the council when making sure that people have good support to live as independently as they can.



- 925 carers had a needs assessment in 2014 – 2015. That was 249 more than the year before.



- In January 2015, Sutton's Health and Wellbeing Board agreed a Joint Commissioning Strategy (plan) for Carers.



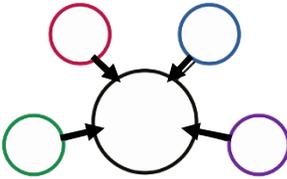
- In 2014 - 2015 Adult Social Services tried out a customer experience questionnaire. This showed good results:



- More than 3 in 10 **agreed strongly** with all statements.
- Nearly 6 in 10 **agreed** with all statements.
- People using OT and sensory services: nearly 7 in 10 **agreed strongly** with all statements and nearly 3 in 10 agreed with all statements.

	<p>Keeping People Safe (Safeguarding) in 2014 – 2015</p>
	<p>Sutton made progress with the Making Safeguarding Personal Project. The idea behind this is that safeguarding should be done with, and not to, people.</p>

	<p>Better Care Fund (Working together with Health)</p>
	<p>The Better Care Fund (BCF) is a single budget of £14.6 million for social care and health from April 2015. As part of the BCF we have created local teams, and a Sutton Digital Care Record for keeping care records on a computer system.</p>

	<p>The main things we want to do in 2015 – 2016</p>
	<p>Put together Adult Social Services, Sutton Clinical Commissioning Group, Children, Young People and Learning Services and other partners.</p>
	<p>Work with other teams and partners to make sure that all adults with the right to and need for social care get services that are personal to them.</p>
	<p>Work with the NHS, other teams and our partners to help residents be more independent.</p>
	<p>Work with the NHS, other teams and our partners to keep vulnerable adults safe, and respect what they want.</p>
	<p>Work with the NHS, other teams and our partners to make the health of Sutton residents better. And to make sure everyone gets the same good health care.</p>
	<p>Put in place the Care Act and the Children and Families Act, working with the Children, Young People and Learning services.</p>