

Sutton Council's Adult Social Services work we did for you in 2015–2016



This report is about what happened from
April 2015 to March 2016.

Our **most important** things in the last year were:



- making sure we follow a new **law** called the **Care Act 2014**



- keeping people **safe** from **harm** and **abuse**



- helping people be as **independent** as possible



- **working together** with other organisations like health services



- Helping people stay **healthy** and making sure **health services** are **good** for everyone.

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How adult social services spent our money



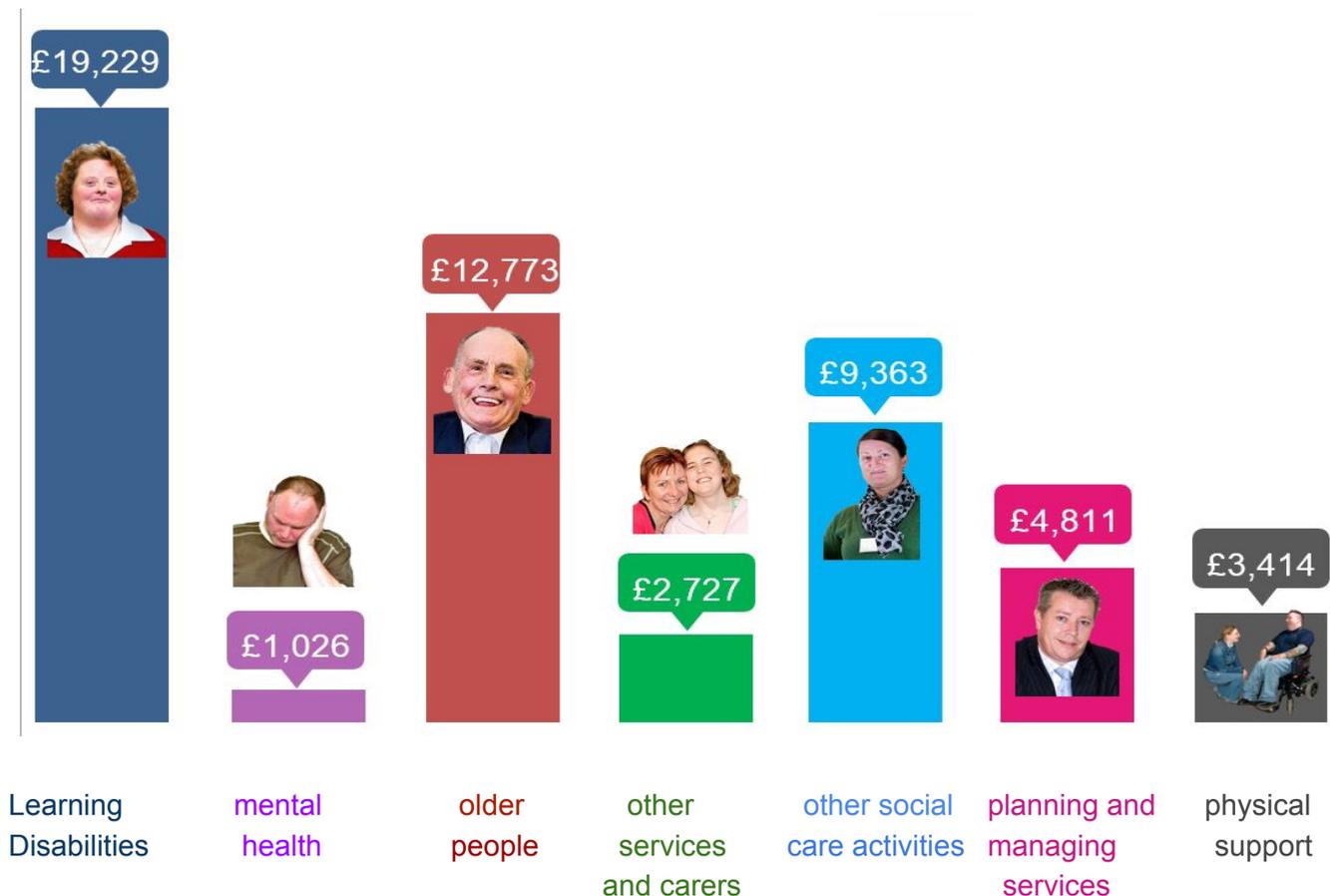
In **2015-2016** the **government** gave us **less money** to spend on services. We are working hard to make sure that the money we have is spent in the right way.



In **2015-2016** adult social services spent **53 million** pounds on **supporting adults**. The money was **spent** on **different people and things**.



This table is about the **people** or **items** we **spent** our **money** on in the last year.





Who we helped

Last year **4,896 people** got in touch with us to **ask for support**.



Most of people just **needed information** or support from **another organisation**. We helped them with that.



2,006 people got **support** from **us** in **different ways**.



older people



This table is about **who** we **supported** in the last year.



learning disabilities



mental health



physical disabilities



other vulnerable people



Carers

Carers are people who **look after** a **friend** or **family member**.



The **law** says that **carers** can get an **assessment** to find out what their **needs** are. **After** an **assessment** they may get some **support**.



Last year **1,047 carers** got **in touch** with **Sutton Council** to get **support**.



This table is about the **carers assessments** we did in the last year.



carers we talked to



carers we offered an assessment to



carers who said yes



carers who said no

What you said about Sutton Council's contact centre



We asked everyone we spoke to what they think about our service.



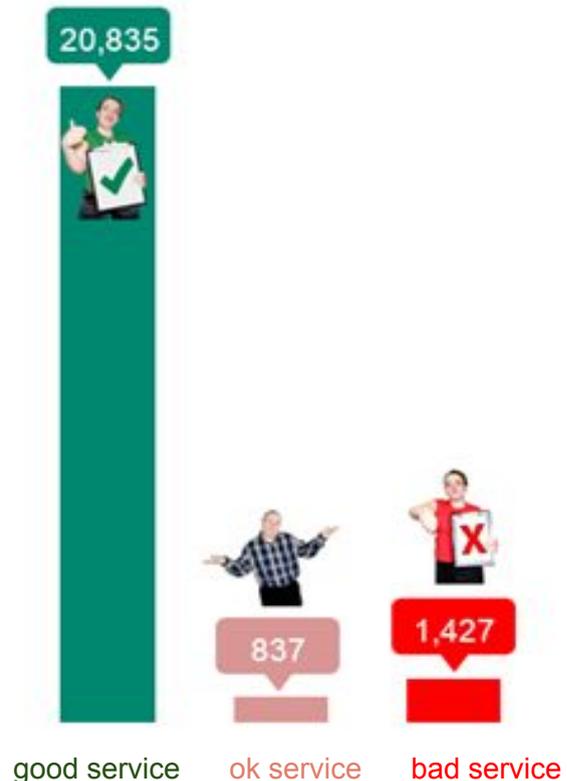
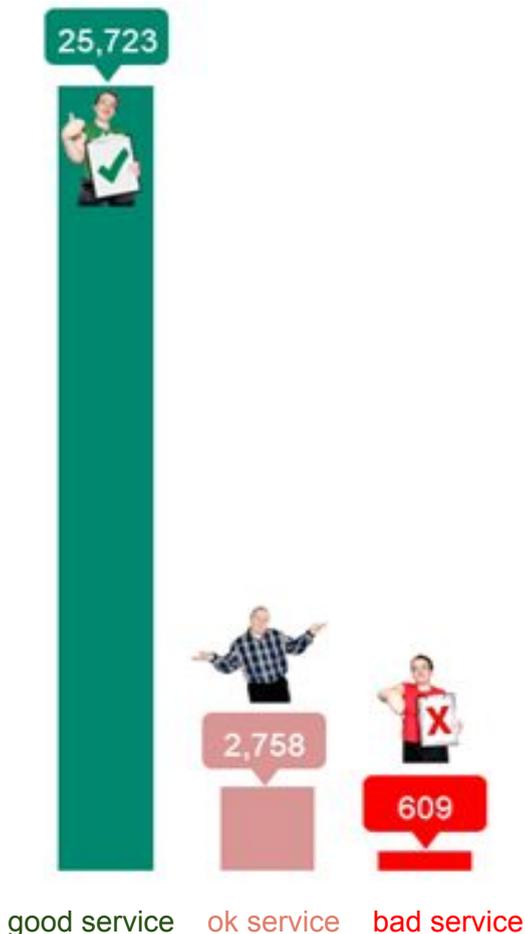
Last year **29,090** people told us what they think after a phone call. **23,099** people told us what they think after meeting us face to face at our office.



This table is about what people said **on the phone**



This table is about what people said **face to face**



Complaints and good comments



People who **live** in **Sutton** can call the **Customer Care Team** to **compliment & complain** about our **services**.

020 8770 5000



There is also a **form** for **complaints** here:

https://www.sutton.gov.uk/info/200436/customer_services/1058/feedback_complaints_and_compliments/4



Last year **complaints** were often about

- **problems** with people's **support**
- **waiting** to **hear** from the **council** or **waiting** to get **support**
- the **support hours** we agreed to



We will **listen** and **use** what people **say** to make our **service better**.



This table is about the number of **complaints** we get **each year** in adult social services.

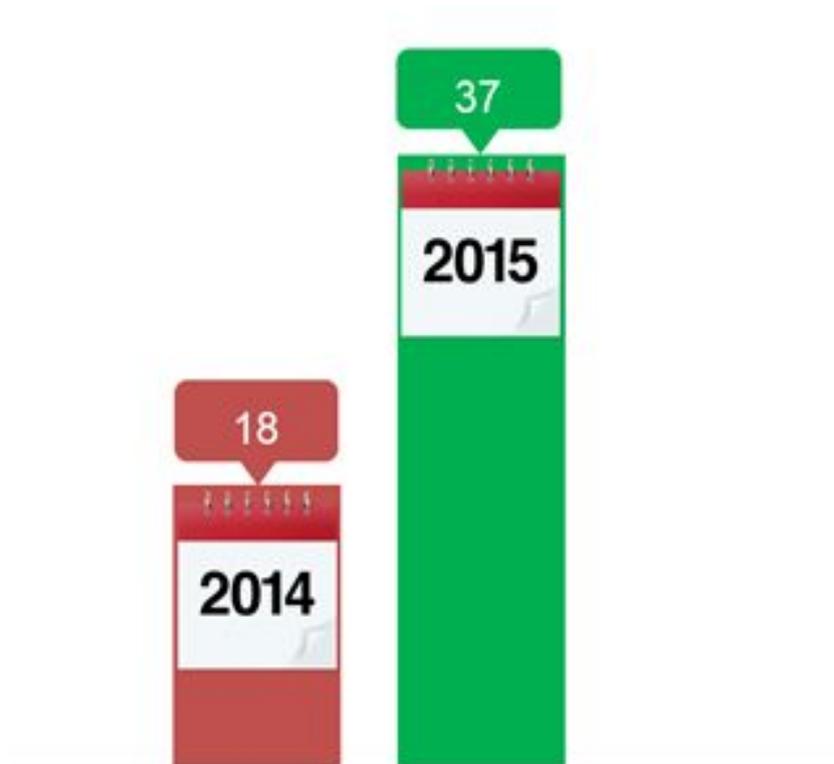




Good comments help us **know** what we are **doing well**. This means we can **keep on** doing it.



This table is about the number of **good comments** we got in the last **2 years** in adult social services.





National Social Care Survey

The National Adult Social Care Survey is a set of questions every council sends out to the people it supports. It happens every year.



Sutton Council sent out **820** sets of **questions** and got **answers** from **315 people**. The questions are about how adult social services help with:



- your **quality of life**



- being in **control** of your daily life



- having enough **social contact**

- feeling **satisfied**



- getting **information** about services



- feeling **safe**



- Out of all the London boroughs in the survey, **Sutton did best** at helping people **feel safe**.

Care Act Work



The Care Act 2014 is a law that says what councils have to do to support people well.

This is what **Sutton Council** did last year to follow the **Care Act**:



1. We did a big **survey** to find out what people think about **paying for support**.



2. We started a new **advice and information service** on **4 April 2016**



Different **organisations** and **charities** work together to give **information** and **advice**. It is called **Advice Link Partnership Sutton** or **ALPS**.



www.suttonalps.org.uk



020 8254 2616



Work with health services



Sutton Council and NHS Sutton Clinical Commissioning Group have made a **shared record** system for people who live in the borough. This means that people's **health** and **social care information** can all be in **one place**



It is called **Sutton Integrated Care Record**.

- **24 GP practices** have put their records on the new system.



- **St Helier Hospital** have started using the new system.



- **Adult social services** has started putting their records on the new system. People have to **agree** to have their **social care information** shared.



There is **more information** about the new record system here:

www.digitalhealth.net/digital_patient/47805/sutton-integrates-social-care-and-health-record



How well are we doing?



Sutton Council writes a **report 4 times** a year to say how well we are doing.



Personal budgets and direct payments

The **number** of people with a **personal budget** and the **number** of people getting a **direct payment** in Sutton has **gone up** in the last year.



Everyone we support now has a **personal budget**. This is **good**.

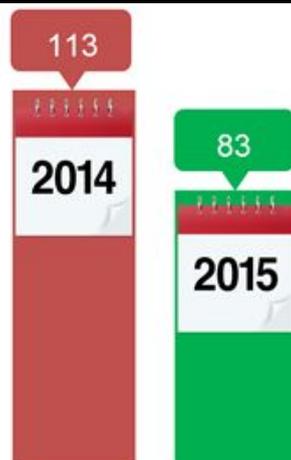


Older people going into care homes

The **number** of **older people** going into **care homes** has **gone down** in the last year. This is good. But we did **not** meet our **target**. We want to do even **better next year**.



This table is about the number of **older people** going into **care homes** in the last **2 years**.





Meals on Wheels

The number of **meals on wheels** has **gone down** a bit in the last year. But **nobody** is on the **waiting list**.



People getting a review of their needs

The number of people getting a **review** of their **needs** has **gone down** in the last year. This is **not good**. We want to do **better next year**.



Safeguarding

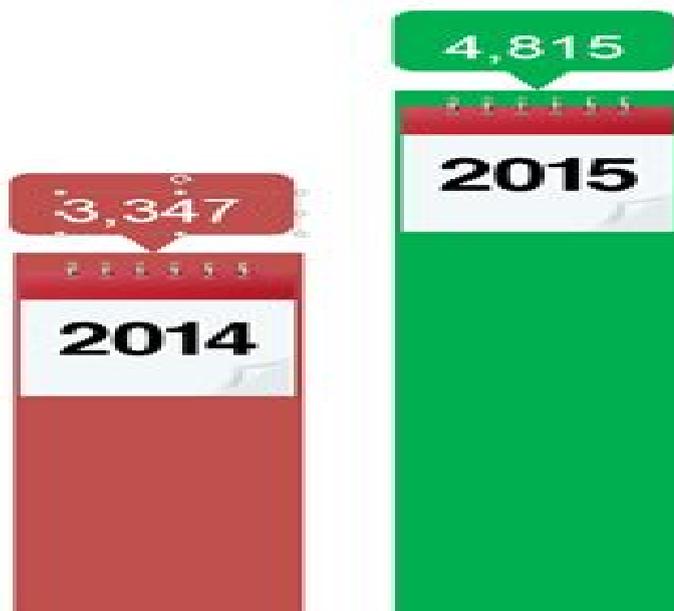
The number of people **telling** us about **abuse** or someone **at risk** of abuse has **gone up** a lot in the last year. It shows we have done a **good job** helping people **understand** what **abuse** is.



We have changed the way **we** record when people tells **us** about abuse. We hope this will help us respond **better**.



This table is about the number of people who **told us** about **their concerns** in the last **2 years**.



Adult social service's best things from 2015-2016



1. The **new People Directorate** in the Council includes:

- **Adult Social Services**
- **Children's Social Services**
- **Education**
- **Wellbeing and Public Health**

This means all the different services can **work together** better.



2. We have made **big changes** to stick to the **Care Act 2014**:

- changing the **way we work**
- checking our **staff** can do the job properly
- paying for new **advocacy** services



3. We have changed the way we work and collect information about people. This should mean we can **improve** people's **health** in Sutton.



4. We know that people sometimes do **not** get **enough care** or they have **worse health** than other people if they:

- have **housing problems**
- are on a **low income**
- did **not** get much **education**
- are **lonely** or **isolated**
- are **disabled**



We did a new **health report** last year to see what are the main **problems** in **Sutton**. It will help us see what we need to **do to improve**..



You can see the **report** here:

http://data.sutton.gov.uk/sutton_jsna/

It is **not** in **easy** read.



We did **well** in the **National Adult Social Care Survey**

Sutton came **top** in **London** for helping people **feel safe**.

We were in the **top 5** for helping people:

- feel **satisfied**
- get **information** about services
- have **control** in their daily lives
- have enough **social contact**
- have a good **quality of life**



Our most important things for 2016-2017



Make **Adult Social Services** and **Children's Social Services** work even better together



Make sure that **everyone** who can get **support** from **Sutton Council** gets **all** the **support** they need

Work together with **health services** and other **Council departments** to:



1. make **health services** work **better** for **people** in Sutton



2. **stop** people **getting ill** in Sutton and help them **stay independent**



3. keep **vulnerable adults safe**

A vulnerable person is someone who might be at risk of harm or abuse.