



Walsall Council

Local Account for 2015/16

Contents

Foreword.....	3
Introduction	4
Walsall: Population and Deprivation	5
Walsall Population and Workforce Facts and Figures 2016	6
Adult Social Care Outcomes Framework	7
How Does Walsall Spend its Money?.....	7
Independence, Choice and Control.....	10
Prevention.....	11
Assistive Technology	14
Services for Older People.....	17
Living with Dementia	19
Disability Services.....	20
Supported Living	21
Autism	23
Sensory Services.....	24
Adult Mental Health Services	27
Carers Services	28
Complaints and compliments	29
Adult Safeguarding.....	30
Priorities for 2016/17.....	32

Foreword

FOREWORD BY COUNCILLOR COUGHLIN, PORTFOLIO HOLDER

This Local Account covers a period of change and austerity as the Adult Social Care service resolved structural, budget and other issues in 2015/16. As Walsall Council has to save £86 million over the next 4 years, we will have even less money to deliver Adult Social Care, but I want to reassure the people of Walsall we will still be meeting their assessed social care needs. Changes in how we deliver services are inevitable. We will fully consult on all proposed changes as we want to hear what local people have to say. We want service users, Carers and the public help us to shape Adult Social Care so they will be financially sustainable for the future whilst still meeting the needs of our disabled and vulnerable residents.

INTRODUCTION FROM PAULA FURNIVAL, EXECUTIVE DIRECTOR, ADULT SOCIAL CARE

This is the fourth Local Account of Adult Social Care to be published by Walsall Council. It provides a summary of the wide range of support and care that Walsall Council provides itself, or commissions through independent and private providers. This Local Account covers the previous year 2015/16, when there continued to be sustained pressure from demand and from limited financial resources.

Notwithstanding these pressures, there are considerable achievements in meeting local residents' essential needs, and with good levels of satisfaction feedback by service users and their Carers. These achievements are in part attributable to the committed and stable Adult Social Care workforce in the Council, and the positive relationships the Council has with partners such as the NHS Trusts, the Walsall Clinical Commissioning Group, housing and voluntary organisations.

There are areas for improvement highlighted in this Local Account which have informed the priorities for the current year, 2016/17. These priorities are outlined and will be reported upon in the next Local Account. Further changes to deliver upon Council priorities and new legislation are inevitable – we need to engage with local people on how best to deliver sustainable Adult Social Care.

Comments, feedback and suggestions on how to improve the reporting of the Council's performance in Adult Social Care based on this Local Account are welcome.

Introduction

The Local Account 2015/16 is the Annual Report for Walsall Council's Adult Social Care Directorate. Its message is simple; it tells you, our citizens and customers, about what we have done on your behalf in the last 12 months. Some of the detail in this report has come from direct feedback from you; whether it is from organised consultation exercises or just from direct communication. This document will inform you about our delivery and it will highlight our priorities for 2016/17.

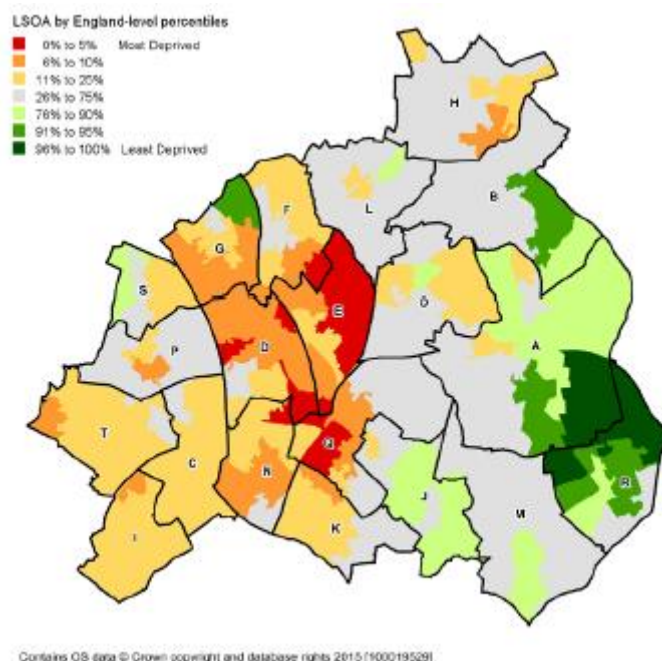
This document is set out in easy to read sections. It highlights the different services we provide to each group of vulnerable adults within our communities. It begins with our preventative services and explains how we have supported service users, Carers and families. It shows how we have safeguarded people and also shows how we have developed many initiatives with our partners to ensure the people of Walsall get the best outcomes for themselves.

One of the biggest challenges for Local Authorities is the onset of new legislation. The Care Act and Children and Families Act both came into force in 2014, and have changed the way in which we deliver Adult Social Care. A lot of our time and energy in 2015/16 went into getting the infrastructure right for the future.

Walsall: Population and Deprivation

Walsall's overall population is predicted to increase over the next 10 years by 5.1% from 270,900 in 2012 to 284,700 in 2022. In addition to this, Walsall's older population (those aged 65 and above) is also predicted to increase by 13.8%, with the number of people 85 years and older increasing from 47,200 in 2012 to 53,700 in 2022. Planning to meet the needs of a growing number of older people must be incorporated within key strategic priorities in Walsall.

Walsall also has a culturally-mixed population. People of Indian, Pakistani and Bangladeshi background form the largest minority ethnic groups in Walsall. The number of Non-UK Born residents in Walsall has increased by 3.7% (or 9,859 people) between the 2001 and 2011 censuses. Walsall now has a small Eastern European population who make up about 1% of the area residents (2,681 people in total). Access and the appropriate provision of services depend upon a well-informed understanding of the specific needs of these different communities.



In 2016, Walsall ranked 33rd most deprived local authority (out of 326), an improvement in ranking of 3 places since 2010. Typically in Walsall, central and western parts of the borough are more deprived than areas to the east. Of the seven domains of deprivation, Walsall performs the worst on the education, skills and training deprivation domain, with an average score that ranks it as the 12th most deprived local authority in England (exerts from [Walsall Deprivation 2016 Summary Report](#)).

Walsall Population and Workforce Facts and Figures 2016

Walsall Council directly supported 3,422 customers in 2015/16

62% are FEMALE 38% are MALE

66% have a Physical Disability

9% have a Mental Health diagnosis

19% have a learning disability

0.05% have been treated for substance misuse

28.8% are 18-64

10.8% are 65-74

24.5% are 75-84

35.9% are over 85

**Adult Social Care workforce that supports our customers was
made up of 584 staff**

- **77.91% are White British and 19.35% are from other ethnic groups**
 - **1.03% are aged under 25**
 - **42.30% are aged between 45-54**
 - **21.4% are aged 55 or older**

Adult Social Care Outcomes Framework

The Adult Social Care Outcomes Framework helps you to look at how well your Local Authority is performing (against key Adult Social Care measures) in comparison with neighbouring authorities or authorities with similar populations.

The Framework was announced in 2011 and during subsequent years all Local Authorities have been benchmarked and measured against their key performance areas. 2015-16 will be the fourth full measurement year.

Walsall performed really well in some areas during 2015-16. Permanent admissions to residential care, for younger adults, (below 64) was the second lowest regionally and older adults (above 65) were one of the lowest in the local comparator group.

The total proportion of older people (65 and over), who are still home 91 days after leaving hospital to go into rehabilitation/reablement services has continued to improve.

Walsall along with all Local Authorities has found it challenging to manage delayed transfers of care; however, Walsall is still the third lowest in the regional group.

Walsall is the leading Local Authority in the regional group for the proportion of younger adults with a Learning Disability living in their own home or with their parents; this has improved from 80.8% to 85.8%. This trend was reflected across younger adults needing mental health support which had an out turn of 90.6%.

Following a survey of Adult Social Care service users, 88% of people felt safe and secure compared to a regional minimum of 79% and a maximum of 93%.

The proportion of people with a Personal Budget has increased from 82.8% to 91.35% and is progressing steadily towards the target of 100%. In addition to this, 31.1% are now in receipt of a direct payment, reflecting that more people are choosing to be in control of the care and support they receive.

Overall Walsall continues to do some things really well compared to the local group. This will further improve throughout 2016-17.

How Does Walsall Spend its Money?

The Council is facing a challenging financial outlook with savings of £86m required over the next 4 years 2016/17 to 2019/20. This is on top of a 40% reduction in grant funding over the

previous 5 years. During year 1 and year 2 of the previous 5 years, Adult Social Care contributed a significant sum (circa 50%) of the overall savings implemented, being the highest net spender in the Council (representing 35.78% of the Council's Net service expenditure). Whilst continuing to contribute savings in the other 4 years, these were somewhat protected, with 25% of the Council's savings being found within Adult Social Care.

We have spent:

- £4.0 million on universal preventive services such as community alarms and voluntary organisations
- £4.8 million on In-house services which include Intermediate Care, Day Care and some residential care
- £10.8 million on Assessment and Care Management and their support and business services
- £51.2 million on commissioned services from the private and voluntary sector to meet people's longer-term needs
- £8.4 million income has been collected from customers via their contributions to the cost of their services

Council gross budgeted spend and Adult Social Care budgeted spend

Year	Council budgeted gross expenditure £m	Adult Social Care budgeted gross expenditure £m
2011/12	710.86	115.27
2012/13	663.35	108.20
2013/14	627.23	104.31
2014/15	633.90	102.53
2015/16	643.22	97.80

Adult Social Care budgeted spend over the last 5 years

Area	2011/12	2012/13	2013/14	2014/15	2015/16
	£m	£m	£m	£m	£m
Older People	67.64	64.17	53.84	51.48	50.32
Physical Disabilities	9.65	6.71	7.29	8.11	6.72

Learning Disabilities	29.59	29.61	31.49	32.63	31.60
Mental Health	8.39	7.71	11.69	10.31	9.16
TOTAL	115.27	108.20	104.31	102.53	97.80

Savings and efficiencies

Due to the global economic crisis and the impact of public austerity, the Council has less money to spend in Adult Social Care. Between 2011/12 and 2015/16 a total of £29.276 m savings were achieved by Adult Social Care: £8.823m for 2011/12; £7.155m for 2012/13; £3.338m for 2013/14, £6.691m in 2014/15 and £3.269m in 2015/16.

Over the next 4 years (2016/17 to 2019/20) the Council will have to save another £86m. Adult Social Care will work with Cabinet and corporate colleagues to meet the Council's priorities within agreed resources. A 4 year draft budget has been developed for discussion by Cabinet and consulted with the public.

Investment

Whilst there has been a significant level of savings within the Adult Social Care budget, there has been an increase in the approved budget to allow for inflation (contractual) and service cost pressures totalling £8.875m over the 5 years 2011/12 to 2015/16.

Year	£m
2011/12	1.432
2012/13	2.802
2013/14	1.437
2014/15	2.643
2015/16	0.561
Total	8.875

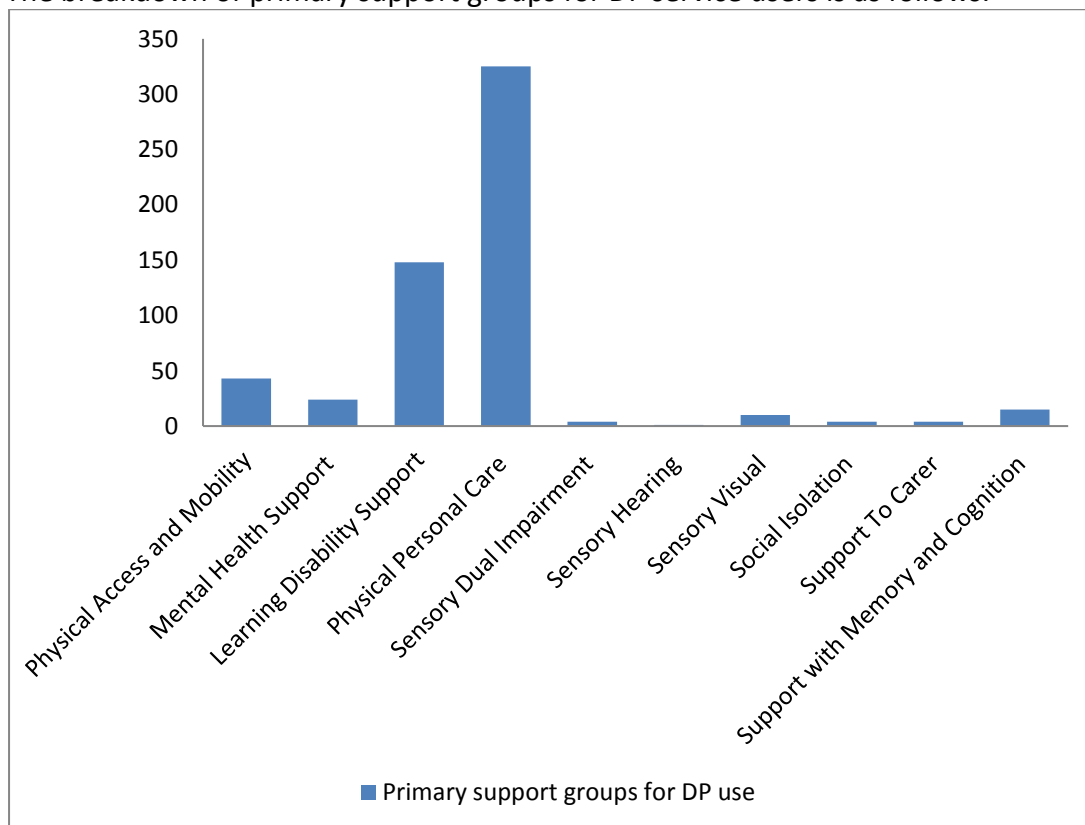
Independence, Choice and Control

Take-up of Personal Budgets and Direct Payments

For people that are eligible for community based Adult Social Care funded services 83% of those people are in receipt of a personal budget, 29% of people are receiving a direct payment.

Direct payments give people greater choice and control with how their needs are met. The majority of people in Walsall receiving a direct payment chose to employ their own personal assistants to support them. A range of direct payments support organisations provide various levels of support so as to ensure that people are able to manage their direct payment.

The breakdown of primary support groups for DP service users is as follows:-



Between 1st April 2015 and 31st March 2016, 396 Carers received a one off direct payment to support them in their caring role. The Carers One-Off Direct Payments scheme is designed to support Carers in different aspects of their lives, and to help ease some of the extra pressures arising from their caring role.

Prevention

Prevention Services are at the heart of the Adult Social Care offer to people with disabilities and their Carers.

A range of preventive services has been developed in the community, the following service developments reflect the highlights of the prevention work Walsall Council has invested in over the last 12 months.

Walsall Disability Hub

The Disability Hub is a base where organisations come together to provide support, advice and information to people with a range of disabilities, autism and their Carers. The Hub also provides a venue for third sector organisations to meet with people they support and to hold events. The Disability Hub also has a personal care suite which enables people out in the community and using the Hub to meet their personal care needs in a purpose built accessible space. In 2015/16, the Hub was contacted (by email, telephone, and visit) an average of 1,379 times per quarter.

Midland Mencap

Midland Mencap offer support, information, and guidance to people and their Carers. The one stop facility enables people with disabilities and Carers to receive a range of support in one location, with a focus on early prevention.

Befriending Services

Befriending is a way of helping people who may be living alone and are isolated to have company, and be more connected to their local community resources. The focus is on supporting people to achieve the outcomes that they identify without necessarily accessing Adult Social Care services. Two befriending services were established to provide support to younger adults with physical disabilities and sensory impairments (PDSI) and autism with the aim of helping reduce their isolation, maximise their independence and to improve their opportunities to access local community resources and build up networks of support. On average, 28 people in PDSI and 31 in autism were supported each quarter.

Advocacy

Walsall provides issue-based, short-term advocacy. An advocate supports an individual to represent those individuals' interests to address a specific issue or situation. It will exist for the time the issue takes to resolve.

Advocacy services were provided to people with a learning disability, parents with a learning Disability, people with physical disabilities and sensory impairments and Older People. In 2015/16 the total supported for the year was Older Adults 112, LD/Autism 91 and PD 30.

Integrated Community Equipment Service (ICES)

ICES provides equipment to support people with disabilities or mobility issues to remain as independent as possible within their homes and also to support people who are undergoing reablement which is about regaining or maintaining their abilities, such as after a stroke or a brain injury.

This service is jointly funded by Adult Social Care and Walsall Clinical Commissioning Group. It loans a wide range of equipment to people living in the community who may have long-term support needs or short-term whilst they are undertaking reablement. Equipment can range from a mobility aid such as a Zimmer frame to a specialist bed and mattress. In 2015/16, the service supplied 35,627 pieces of equipment.

Walsall Community Living Directory

Walsall staff, residents and partners can now find out about what's going on in their local community, at the touch of a button by accessing Walsall Community Living Directory. Walsall's Community Living Directory is an easy to use comprehensive website available online at www.wcld.co.uk/

Individuals can search information about money matters, help to live at home, housing advice, things to do, staying safe, caring for someone, health and wellbeing, getting about and education, training and employment.

The site will include a product showroom where people can view aids and equipment to help them live independently as well as a personal assistant network to search individuals they could employ to help them with their daily living needs. Individuals will also be able to refer themselves to help and support electronically through the website. The directory provides links to a host of local and national organisations including: NHS Choices, Government Money Advice Service, Age UK, Carers UK and many more.

In addition, children and families with special educational needs (SEN) will be able to access a range of information and advice through the directory as the SEN local offer will also be available through the website.

The Independent Living Centre (ILC)

This year we have continued to see an increase in the number of people using the ILC. People can drop in for information and advice regarding all aspects of disability including

provision of equipment which may help them to maintain their independence and remain living at home.

Assessment by a member of the ILC staff can be offered on the spot and equipment and/or adaptations can be ordered on the same day if the person is eligible thus significantly reducing the waiting time for services.

The ILC is used to showcase new pieces of equipment to staff across Adult Social Care & Health to keep them up to date with developments in assistive technology

A monthly 'dementia café' takes place at the centre, giving those suffering from dementia and their Carers chance to meet and give mutual support. They are able to discuss and share issues and offer support to each other.

A Mind Matters cafe takes place once a month offering older people with mental health issues the opportunity to meet with others in similar situations and trained staff in a safe environment where they are able to talk and receive support and guidance.

An Active Steps exercise class takes place every Friday for older people who have experienced or who are at risk of falls. The class is designed to improve their balance and mobility and boost confidence.

Blue Badge mobility assessments are carried out at the ILC, and are now available on Saturdays to enable flexibility of appointments outside of work hours.

The short-term wheelchair loan service offers free wheelchair loan for a period of up to 6 weeks to aid people through recovery period following illness or injury.

The Occupational Therapy (OT) service holds seating clinics for children every school holiday throughout the year, with specialist seating providers in attendance. The clinics enable more children to be seen more quickly making waiting times shorter. Parents have the opportunity to discuss any issues with the seating company representative and the OT, improving their understanding of the equipment and giving them more confidence.

The ILC also works closely with a number of local schools supporting them with their Health & Social Care curriculum for GCSE, BTEC and A Level. Students and teachers are invited along to the ILC where they are given the opportunity to try out equipment for themselves and work through various case scenarios. The students are also able to try out an 'Age Simulation Suit' which gives them an idea of how it feels to be an older person in their 70s or 80s.

The Sensory Support Team offer a drop in service for people with visual and/or hearing impairments giving advice & information and offering assessment for specialist equipment.

A British Sign Language interpreter is available at every drop in session. The Welfare Rights Team attends the ILC once a week to offer a drop in service for benefits advice. The Health Authority also uses the ILC to provide Healthy Living Clinics and Smoking Cessation advice.

The Fostering & Adoption service hold information evenings at the ILC for potential foster parents. The ILC is also used as a training venue for delivering Trusted Assessor training to staff from across Health and Adult Social Care and other partner agencies.

Assistive Technology

Assistive technology is the collective term any item, piece of equipment, software program, or product system that is used to increase, maintain, or improve the ability and independence of people with a range of needs including older people, physical disabilities, learning disabilities, sensory impairments and dementia. Assistive Technology can be a range of equipment from high tech computer systems, communication boards or software to more low level items such as medication dispensers, door sensors, temperature monitors, epilepsy monitors and personal alarm systems. The market for Assistive Technology continues to grow to meet the demand from people for both simple and complex items that can support them to achieve their goals such as living independently, managing their medication, accessing college, maintaining a job and accessing leisure activities. Carers also benefit from Assistive Technology as it enables them to support and care for people by using technology to support them such as fall alerts, GPS tracking devices and medication management systems. Adult Social Care continues to update the Walsall Community Living Directory and provide information, guidance and signpost people who wish to purchase Assistive Technology independently.

Community Alarms

A Community Alarm can reduce the need for ongoing care and support by providing people with telephone support and advice at the first point of contact.

The ability of people to resolve issues and receive support and reassurance at the first point of contact keeps people safe in their own home and prevents situations deteriorating.

The Community Alarm Service is a response service operating 24 hours, 7 days per week, and deals with around 25,000 calls per month.

Initial Response

The Initial Response Team delivers a telephone based contact service for all citizens of the borough who may have social care needs. The service deals with situations promptly by providing people with support to meet their individual circumstances. The team deals with 4,000 calls a month

Telecare and other Equipment

Our Integrated Community Equipment Services (ICES) and the Telecare installation service undertook major work to integrate and computerise their customer and stock records. This

means there are consistent records across the services resulting in more accurate and useful records that immediately improve service provision and can produce better information with which to inform decisions. Stock is barcode labelled and tracked electronically, meaning better stock control and higher rates of return of loaned equipment.

It also allows live updates on all orders, meaning queries can be dealt with swiftly and accurately at all stages of an order's progress.

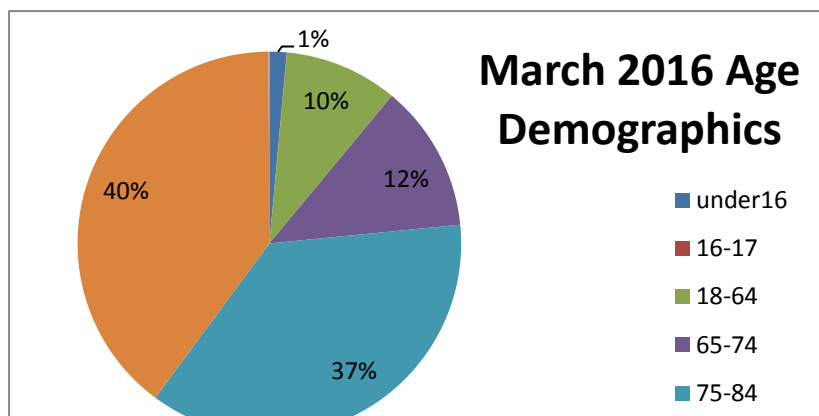
Priorities in 2016/17

To review the existing arrangements for all services that prescribe, purchase, install and supply equipment; these services include daily living equipment, sensory equipment, telecare (assistive technology) and telehealth. The intention is to streamline the services to ensure that the Local Authority and Walsall Clinical Commissioning Group are making best use of resources to meet the needs of the people of Walsall.

Telehealth

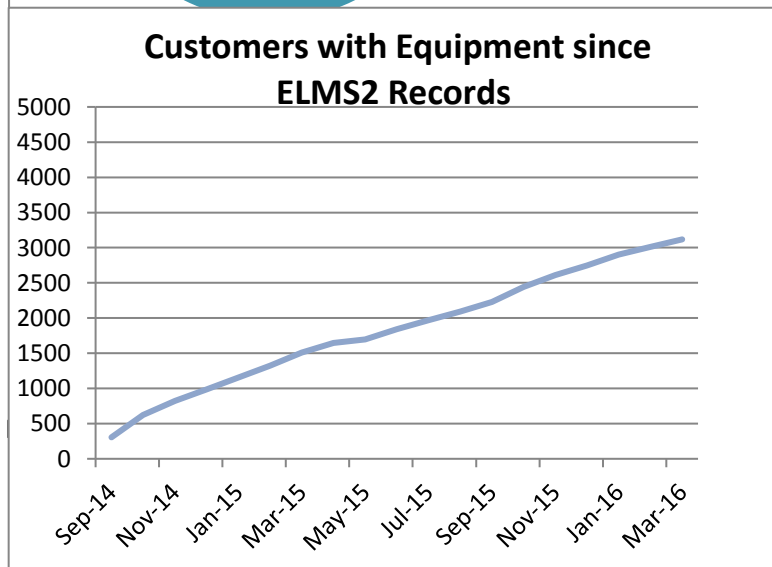
Telehealth equipment is available to enable people with certain health conditions to self manage these at home. This means they potentially have fewer condition related GP visits, hospital admissions as they are given the help in their home when their condition requires it.

Installation and Recycling of Equipment



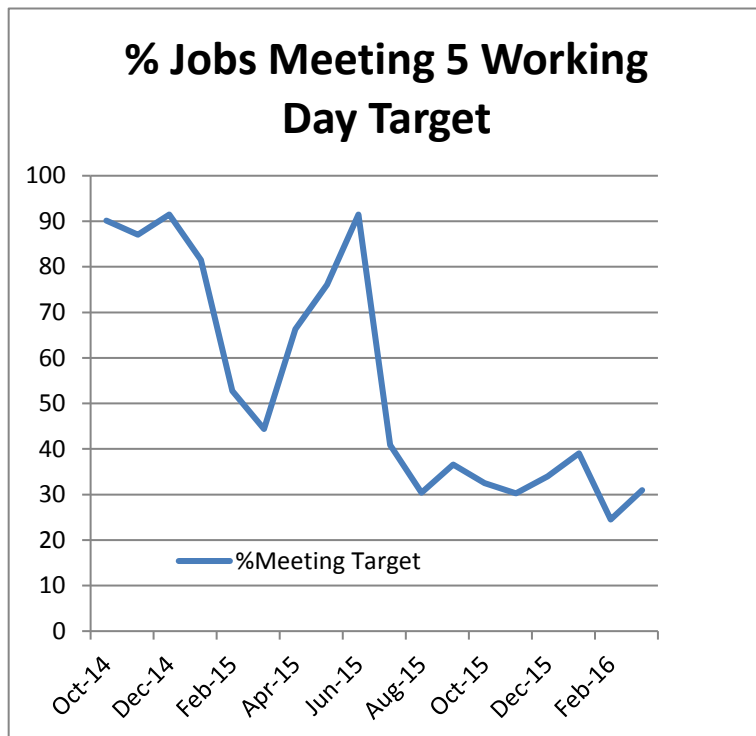
The successful introduction of the stock management system means that new data has been captured that can tell us more about the Telecare Installation Service.

The majority of our customers are over 65, making up 89% of the people receiving equipment.



By the end of 2015/16 there were a total of 3,118 customers on record as having equipment in use. There will be other customers previous to the stock system that are not on this record.

These figures do tell us that an average of 254 people a month received equipment from the installation team during 2015/16 for a total of 3,374 people receiving equipment over the year.



In February 2015 responsibility for arranging the technicians' appointments was moved away from the team. In concert with a 25% reduction in installation technicians, this has impaired the installation services ability to meet its installation targets.

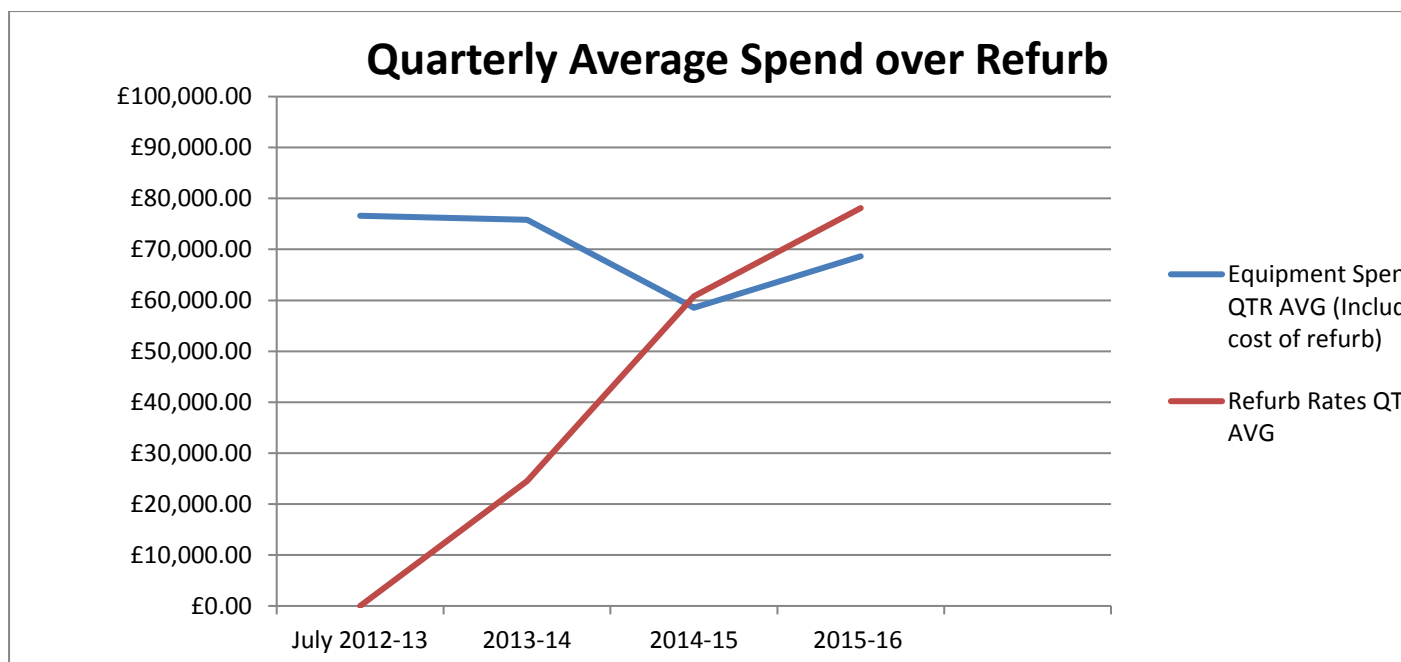
Despite these challenges the work rate remains high at 4,077 jobs completed. The remaining technicians working weekends to help maintain roughly pre staff lost levels of productivity.

Performance dropped from an average of 87.53% of all jobs being completed within five working days, to 31.5% for the last quarter of 2015/16

As of the close of the 2015/16 financial year, the average waiting time has risen to twelve working days, compared to a three day average wait in 2014/15.

In 2015/16 improvements to the Telecare equipment refurbishment program have continued using existing resources in more effective ways, refining processes laid out in the previous two years and completing the training of team members. The result is £312,454.77 worth of suitable Telecare equipment prepared for re-use. This is a significant growth over previous years as seen in the chart below.

	Equipment Spend	Equipment Refurbished	Jobs Completed	Equipment Issued to customers
2015-16	£274,660.70	£312,454.77	4,077	£762,520.79
2014-15	£234,155.84	£243,265.62	4,228	N/A
2013-14	£303,186.40	£98,183.20	3,820	N/A
July 2012-13	£306,423.00	£0.00	2,008	N/A



The graph above shows that using more refurbished equipment has reduced the growth of spending on new stock, saving the Council money that would otherwise have been spent on new stock to meet customers’ needs. For the year 2015/16 refurbished stock as a percent of issues to customers was 46.42%. This means approximately £353,962.15 of spending was avoided by using refurbished equipment.

We can expect the yearly issues of £762,520.79 to grow in the years ahead as demand for the service continues to grow. Therefore the refurbishment of Telecare equipment remains vital to the sustainability of the service when facing continuing downward pressure upon local authority budgets going forwards.

Disabled Facilities Grants

The Disabled Facilities Grant (DFG) helps with the costs of adapting homes for disabled people e.g. a stair lift, disabled toilet or other housing adaptations, to help them remain at home. Improvements to the service have meant that more DFGs have been approved, a rise from 135 in 2009/10 to 436 in 2015/16. Major procurement work has seen average DFG costs reduce dramatically for example a 47% reduction in stair lift costs from 2008/9 to 2015/16. Work with social housing providers has helped create newly adapted homes and share the cost of adaptations to existing properties.

Services for Older People

Community Intermediate Care (Reablement Service)

A User survey indicates 93% of users rate the service highly, whilst 6% rate the service as adequate and 1% were unhappy with the service. Survey Sample 403

- During 2015/16 the Service relocated to Hollybank House to co-locate with other Health and Social Care elements of Intermediate Care Services.
- The Council invested £25,000 in developing a hospital Discharge Home to Assess pathway to compliment reablement services and facilitate more timely discharge from hospital. This resulted in improving discharge flow by 40%.
- Timely introduction into the service at the point of hospital discharge where 100% of referrals are assessed within 24hrs and 98% discharged within 24 hrs.
- The service provides an average of 1,700 hours of direct support per week. Of the people who have used the service in 2015/16, 83.78% of people were still at home 91 days after a spell in hospital.

Hollybank House (Bed Based Intermediate Care)

Holly Bank House has 21 rehabilitation beds and supports those people who require rehabilitation. The team design and deliver a rehabilitation programme, together with the individual, to improve agreed outcomes. The average length of stay is 25 days, within which time most people achieve outcomes in relation to mobilising safely, dressing and undressing, walking, losing weight and cooking. This means they can then return home with little or no ongoing care needs.

The service is multi agency, and includes Occupational Therapists, Physiotherapists, Community Psychiatric Nurses, District Nurses and Social Workers. This ensures the most appropriate support is given to individuals who need the service. The Service also works very closely with the Stroke team and a number of beds are usually in use for stroke patients who benefit significantly from the synergy between the two teams.

During 2015/16 there were 36 people admitted from home, avoiding unnecessary hospital admission and 213 people admitted directly from hospital, which facilitated timely discharge. A total of 239 people benefitted from the service during the year.

User survey indicate 84% of users rate the service highly

Transitional Beds – Discharge to Assess.

This is a bed based service which facilitates more timely discharge from hospital. The service comprises 40 beds procured from the independent nursing home market across 5 sites. The Adult Social Care support team comprises Social Workers, Therapists, Nursing Matrons and a manager coordinator. The team supports a wide range of complex cases which otherwise would be delaying discharge from the hospital acute setting. The Service has a length of stay of 30 days currently. The Service is currently in transition with a planned reduction in numbers due to an overreliance on bed based services. Capacity will be replaced by increased capacity in the Discharge Home to Assess pathway.

User survey indicate 83% of users rate the service highly

Integrated Locality Model

Following the redesign/restructure of the Community Matrons/District Nurses service and the alignment of GP practices in 2014, the council committed a small cohort of existing Adult Social Care staff to work directly with the community based health colleagues in the West Locality CCG cluster.

This new way of working has been very successful in contributing to a reduction of hospital admissions and improving referral/assessment times by occupational therapists and social workers providing screening services at GP meetings. In 2015 the integrated approach was extended to include the North Locality. Social Care practitioners continued to attend weekly multi disciplinary meetings, met with GP's to provide advice and information and attended joint visits to individual homes with district nurses and community matrons.

Skills and knowledge exchange is embedded along with the sharing of "good practice" ways of working and joint continuing professional development sessions.

In March 2015 we reviewed the resources required in order to have dedicated social workers in the other localities of East and South to support joint working with our health colleagues for individuals with a long term condition and to also support our health colleagues in responding to urgent referrals to avoid hospital admission. This was implemented on the 1st April 2016.

Many individuals have benefitted from the integrated locality approach with many reporting they feel more in control of their lives, achieved outcomes they wanted and have maintained or in some instances improved their quality of life, whilst remaining in a community setting.

Living with Dementia

Diagnosis

The dementia diagnosis rate became more of a challenge when the prevalence of dementia in Walsall was increased following the national introduction of a new methodology. Six neighbouring clinical commissioning groups had their prevalence reduced but Walsall's was increased. This means that more people are believed to have dementia. However, the Memory Assessment Service carries out their first assessment within four weeks of referral from GPs when the national challenge is six weeks. People can therefore be diagnosed more quickly and start to receive support. The dementia diagnosis rate in Walsall is increasing.

Support & planning for the future

The Personal Assistants for Dementia offer to work with every person when first diagnosed with dementia in Walsall for up to three months. This is irrespective if diagnosed by learning disability services, mental health services, in the hospital or by Walsall GPs. The personal assistants will provide information, support and signposting to other forms of longer term support such as dementia cafés. The service featured in the Prime Minister's Challenge on Dementia Implementation Plan.

Dementia Support Workers: Care Improvement & End of Life have now started to work in the community as well as supporting care homes to improve their dementia care and end of life care. The service has received both national and international attention and has been featured in case studies and presented at national and international conferences.

Dementia Friendly Communities Programme

The Dementia Friendly Communities Programme has continued and more business and organisations have worked to become dementia friendly. Funding has been secured to continue with this approach next year. BBC Midlands Today featured the Walsall approach.

Training

Walsall Council continues to offer four training modules related to dementia. The training is open to anyone working in dementia and is free of charge. Professionals from a variety of organisations support the training delivery.

Service Transformation

Older people mental health services which include dementia will be transforming over the next 12 months to support 7 day working in community services and the specialist hospital liaison service at the Manor. There will be integration with district nurses and social workers and an improved crisis response to try and prevent hospital admissions. Fewer hospital beds will be needed because more care will be delivered in the community. The day hospital will move into the community to work more closely with the voluntary sector.

Disability Services

Shared Lives Scheme

The 'Shared Lives Scheme' provides respite and evening support for people with complex care needs in a homely environment where people are treated as family members. In 2013/2014 the scheme was expanded to ensure that children who are fostered are

supported better with their transition to Adult services. Service users experience their care and support within a homely family and community orientated environment, rather than a medical model, changing their experience of care and support. This year 6 Carer households were approved, increasing the total available to 40.

The Shared Lives scheme workers assess new Carers as well as supporting and monitoring existing Carers. For children approaching their 18th birthday, scheme workers liaise with children's fostering services, workers from the Transition and Leaving Care team and the adult social workers to ensure the transition from childhood support to adulthood support is planned and structured, ensuring the person feels comfortable and reassured. There were five young people successfully supported with their transition to Adult Social Care in 2015/16.

Carers provide between 1 and 3 placements at any one time, depending on their home circumstances or the compatibility of the people that they support. Because of all these differences in people and their life/home situation, a wide variety of placements are offered.

In total, there are 57 Carers and 40 households approved to provide support. 20 Carer households provided day support and/or overnight respite support.

The scheme also provides support for people who have additional needs due to complex, health or mental health issues, for example:

- Supporting 2 people who have medical needs such as gastric feeding, and severe and multiple disabilities, demonstrating the positive impact of how people were supported to stay at home independently
- Supporting 3 people with Autism
- Supporting 1 person with mental health needs
- Supporting 2 people with dual Mental Health and learning disability needs

Supported Living

The proportion of adults with a learning disability who live in their own home or with their family has increased to 86.08% compared to 80.80% in 2014/15.

During 2015/16 we:

- Continued to support people to remain as independent as possible within the least restrictive environment. Individuals are supported to manage their tenancy whilst being supported to remain as independent as possible.
- Multiple new housing solutions have been and are planned to be built within the borough for people with learning disabilities
- Under delegated authority on behalf of Walsall CCG, Walsall Council supported the delivery of the NHSE Transforming Care programme. Individuals have been

supported to transition from secure and CCG commissioned hospital provision to community placements.

- Walsall Council manages a preferred framework of community providers which are commissioned to support people with a range of co-morbidities locally in the borough.

Examples of the services and support provided:

- Through the Care Treatment Review process, the Council have supported a number of people to avoid hospital admission through increased support and intervention within the community.
- Walsall Council have supported a large cohort of people to step down to bespoke community provision from assessment and treatment hospitals
- A number of new housing developments are being built across the borough to support people transitioning between services

Floating Support

These schemes are delivered by four organisations delivering the service across Walsall.

In 2015/16 these schemes supported 155 individuals per week. It provides low level support, promotes social inclusion, and provides support that sustains independent living and a programme of reablement focussing on skills for daily living.

Longer term support services for people with complex needs are:

- Accompanying patients home following hospital discharge
- Shopping (basic essentials)
- Making telephone calls on behalf of the patient
- Dealing with accumulated post
- Collecting pension /benefits/ prescriptions
- Light housework
- Light food preparation
- Signposting to other specialist agencies within the voluntary sector
- Advice on home aids and adaptations, and help to access them
- Referrals for Telecare /Telehealth equipment
- Support in accessing GP appointments other appointments where appropriate
- Arrange for medication to be transferred into dosset boxes
- Emotional and other practical support when required
- Short term advocacy
- Short term loan of medical equipment

Summer Scheme

The annual summer scheme operated in 2015/16, and provided respite to families and Carers for people with a learning disability during the summer break, for up to 8 weeks. This

helped to reduce pressure on families and Carers, and enabled them to balance their caring role.

This year 96 people participated in the scheme for up to 20 days, equating to 11,520 hrs of respite care provided, which supported 163 Carers. Activities included health walks, leisure, recreational, employment preparation, personal safety, healthy lifestyles, sign language, production of weekly newsletter, Carers health checks and signposting advice and social skills. The Summer Scheme also supported participants to engage with the wider community through 2 community projects:

- Re-designing and development of dementia friendly community garden within Link line (dementia charity) and St John's church community garden Beechdale
- Developing wildlife habitation and interactive educational activities within the Goscote Greenacres site

People were supported with further training and employment opportunities. As a result, 3 participants returned to the scheme as volunteers, and 5 became volunteers beyond the scheme at Goscote and Link Line. The volunteers were also supported, with 2 applying for social work degrees, 1 successful seeking employment of a 0hr contract within sheltered housing establishment and a further 3 supported with evidence towards their course work in education. The scheme also offered a buddy system to support people to access public transport and travel training. This also included recruitment of participant buddies to support introduction of new participants to the scheme

Safe Places Initiative

As part of the Safe Places initiative, Adult Social Care is working in partnership with statutory agencies, businesses and local communities to help improve safety in their local areas. This includes identifying "safe place" venues across the town centre. The scheme has wider benefits' for the whole council but a particular outcome is the reduction of crime and antisocial behaviour, particularly incidents that are targeted as a result of a disability.

Walsall Safe Places has now been running as a 1yr pilot within our Town Centre since July 2014. During this time we have set up a network of 'Safe Places' through the support of the Safe Places project steering group the scheme is currently operating across all 6 ward areas.

Current achievements include:

- Setting up of 5 registration hubs across the town centre. These include the First Stop Shop, Walsall College, ILC, Hub (Lichfield Street) and AGE UK
- Registration of 73 local businesses as Safe Places
- Recruitment of 3 Safe Places Champions to provide promotional support of scheme and ongoing support to registered businesses

Autism

The 'Breakthrough' pilot service commenced in October 2015 and continues through to the end of March 2017. This service follows on from the diagnostic as part of the pathway, the

service works with individuals, families and providers/agencies to breakthrough barriers with both support strategies and awareness.

The Autistic Spectrum Diagnostic service which was commissioned in 2013/14 continues to offer people access to a diagnosis to enable them to gain access to services and support.

During 2015/16, 18 referrals were received, 14 being referred for a diagnostic assessment enabling them to be referred on to other agencies for help, support and guidance. Only one individual went on to receive a package of care from the local authority.

Workforce development continued to deliver Autism awareness sessions to a range of Adult Social Care staff. The Autism Action Group and Social Club ended due to a lack of demand.

The Autism Resource Library where people can try pieces of equipment and technology such as apps before making any decision about purchasing them has opened and is being accessed from the Walsall Disability Hub in the town centre.

The specialist, short-term advocacy service for people with autism was tendered and commenced in April 2015.

Sensory Services

Sensory Support

The Care Act reinforced that the core purpose of adult care and support is to help people to achieve the outcomes that matter to them in their life.

Within the Care Act, the Local Authority has general responsibilities relating to well-being promotion, prevention, providing information and advice, and shaping the market for care and support services. The Care Act is clear that local authorities must continue to keep a register of people who are severely sight impaired and sight impaired and support health, social care and third sector organisations to work in partnership to meet the needs of the local population.

Support to people with sensory loss / impairments including Deaf, Deafblind and visually impaired people must be based on reablement, supporting people to remain as independent as possible and providing information, guidance and signposting.

The Council's Sensory Team of Support Workers and Rehabilitation Officers/Facilitators provide:

Deaf and Deafblind community support

During 2015/16 our daily drop in service at the Independent Living Centre for individuals with a Sensory Impairment/Deaf needs has had 336 visits. All of these have been seen by

sensory support staff through this face to face service, which is important for people with sensory needs who struggle to access support through telephone and email use.

We offer a community support service as a preventative service to people with Sensory/Deaf support needs – where it identified that mainstream services are difficult to access due to their communication needs. The service also raises awareness about the needs of people with sensory impairments/Deaf needs thereby improving access to services including: public services such as social care, community, health, as well as benefits/welfare rights, housing, education etc.

The service supported 42 Deaf and Deafblind people to live independently in the community and carried out 164 assessments including specialist equipment assessments in 2015/16.

Mobility and Activities of Daily Living (ADL)

During 2015/16:

282 Visual Impaired/Sensory Loss assessments were carried out, ADL training for people who have a visual impairment continued. The programme for adults and children supported 135 people and included kitchen skills, home and cash management, personal grooming and leisure activities.

In 2015/16:

54 people received formal mobility training, helping people to mobilise safely and independently both indoors and outdoors by using a long cane or other low vision aid. It also included training to incorporate independent travel on buses and trains.

In addition, less formal training was provided for the following throughout 2015/16:

- 18 people to attend full time college/study
- 9 people to maintain employment
- 70 people to undertake leisure activities
- 106 people to remain safe in their home
- 36 people to continue to care for another person
- 74 people to access the local community

Communication, Equipment and Low Vision Therapy

In 2015/16 specialist equipment was issued to meet the needs of Deaf, Deafblind and Hearing Impaired People. This was to enable them to remain as independent as possible. People with a sight loss were also provided low vision aids such as magnifiers, task lamps and writing frames to enable them to make the best use of their remaining (functional) vision.

Hearing Impaired/Deaf & Deafblind Equipment

- 5 Door alerts to keep people safe in their own home.

- 52 Sensory Telecare Equipment – (door alert, phone alert, smoke alarm, pagers, vibrating pads)
- 55 Specialist telephones to help keep people safe
- 114 Personal/TV listening devices (including Headphones stethoscope, neck loops) to enable people to access information
- 10 Baby alarms/clocks

Visual Impaired Equipment

- 38 Liquid Level indicators to help people be independent
- 21 Task Lamps to help people with reading print
- 13 Mono - mouse or similar aids e.g. Magnifiers to help people to access printed material where a lamp wasn't sufficient
- 33 canes/sticks to people to access the local community (usually following mobility training programme)

Information, Advice and Signposting

- 177 referred on/advice and information/signposting to other services
- 37 referred on to the Fire Service for appropriate smoke alarms
- 42 referred to a Housing Provider
- 39 referred to Community Alarms

Informal Emotional

The Rehabilitation Officers within the Sensory Team provide informal emotional support for sight impaired service users giving them an understanding of their sight loss, strategies to enable them to undertake the same daily living activity but in an alternative way and advice on equipment and aids that can help them with their sensory loss. They support the family to avoid crisis if the service user does not learn skills that can maintain their independence at an earlier stage.

In 2015/16:

- 271 People were given emotional support to cope with their visual impairment
- 36 People were given support with regards to their Carer needs
- 15 People were given support with accessing spiritual service

The Support Worker within the Sensory Team provides informal emotional support for Deaf, Deafblind and Hearing Impaired service users.

In 2015/16:

- 139 People were given emotional support to cope with their hearing impairment.

Commissioned Services

The Third Sector within Walsall provides considerable support to those with sight and hearing impairments including those with sight loss and the Deaf community. Adult Social Care commissions essential services including:

- Eye Clinic Liaison Service (ECLO) - This gives support to people newly diagnosed or who have deteriorating sight, access to Eye Clinics or acute services. The service is to provide immediate emotional support at the point of diagnosis and certification and to provide information, advice and signposting to local and national resources. The service is delivered based on the principles of early intervention, prevention, promoting well-being and information provision. The outcomes for individuals and Carers is that they have information about their eye conditions and prognosis that can assist them manage their condition and to know where to seek specialist advice and information without necessarily having to contact either Adult Social Care or the NHS.
- Registration, Information and Liaison Service (RILS) – This delivers the sight register, provides immediate advice, information and guidance at the point of registration. It links the individual with all statutory and third sector services that support people with sight loss and ensures a seamless service for the individual and their Carers. This enables people to receive a more joined up response and receive the right support, at the right time from the right person and takes away the frustration of being passed between services and having to repeat information about themselves to different agencies.
- Befriending Service for People with Physical Disabilities and Sensory Impairments. This is to support people to access local, community and mainstream services and organisations so they develop their own circles of support. This service supports individuals to break down barriers that are preventing them from reaching the outcomes they have identified such as access to leisure, employment and training. The service also reduces the isolation that can be experienced and supports people's health and well-being.

In 2015/16, the priorities are to continue to monitor the effectiveness and outcomes delivered by all of these services. A procurement exercise will be completed for the ECLO and RILS service (to commence 1st October 2016). A new Empowerment, Engagement and Decision making service will be established to ensure there is engagement of local people with sensory loss in the development and review of services and market shaping.

Adult Mental Health Services

During 2015/16 more people with mental health needs were supported to have more flexible choice and control over the way their individual needs are met, through utilising a personal budget.

In 2015/16, 77 people with mental illness had personal budgets approved to support their needs. More people are benefitting from personalised support arrangements whilst also maintaining their own tenancy in the community and avoiding rehabilitation units, residential care or nursing homes (where possible). Last year we supported over 20 service users to move in to supported living accommodation. This supported living environment is continuing to grow with more providers offering bespoke packages of support across Walsall.

Crisis Care Concordat

In 2015/16 Walsall Council and Walsall CCG brought a range of partners together, including; WM Police, ambulance and fire services to work alongside local providers to tackle issues in dealing with mental health crisis. This group has developed an action plan to help improve access to services and ensure that those who need support receive it appropriately and timely.

The street triage car is an example of a new service commissioned across the Black Country with partners (Police, Ambulance and Mental Health Trusts) to provide a response to a mental health crisis. This service has reduced hospital admissions, detentions in police cells and improved outcomes for those suffering mental ill health. This is estimated to have prevented over 70 admissions to Section 136 suite detentions during the year.

Carers Services

Carers Assessments

Walsall has developed its new Carers assessment in line with the Care Act 2014. The Carers one off payment scheme has been replaced with the use of replacement care built into the cared for persons support plan and/or a Carer's individual budget to meet eligible needs. Social Workers signpost Carers to a range of community resources to meet identified needs and prevent or delay needs developing, to enable them to continue their caring role.

Carers and the Care Act

Over the course of 2015/16, within the context of a wider Learning and development plan, all Adult Social Care staff were provided with access to a modular e-learning programme regarding Care Act new duties, with support for Carers embedded throughout. This included a number of guided sessions for some front line staff where access to e-learning was a potential issue. The mandatory Overview element was completed by 91% of care management; 86% of frontline provider services, and 100% of commissioning, strategic and development teams.

A specialist session for care managers and partners, focussing on Carers Assessment and Support Planning, was also commissioned. This training, in line with the West Midlands ADASS training with the same facilitator, reached 160 staff across the four days of delivery

Young Carers

Walsall Children's and Adult Social Care services continue with a Memorandum of Understanding giving a commitment to working together locally, adopting a whole system, whole council, whole family approach. This approach coordinates services and support around the person and their family and considers the impact of the care needs of an adult on their family, including children.

There is provision for an assessment of need for support for all young Carers under the age of 18 on request from themselves or their parent or on the identification of need.

This assessment will be available regardless of who they care for, what type of care they provide or how often they provide it. The essence of the Young Carer's assessment is to determine if the caring by the young person impacts or impedes any of their own welfare and development.

Young Carers support is provided through the Youth Service after an assessment has been completed following a referral to the Early Help Service. This will determine if a support package or signposting to other external support is required. A key worker, if required, would be made available.

The assessment and planned support will be reviewed on a regular basis to measure any changing needs. In the event that additional vulnerabilities are identified which cannot be supported through the Early Help response, a referral to the Multi-agency Screening Hub (MASH) will be made to determine if a more complex level of intervention is necessary (i.e. Child in Need).

Complaints and compliments

During 2015/2016 a total of 116 complaints were received. This is slightly more than last year's 93 complaints that were received.

The number of compliments received was 167, a slightly higher figure than last year, where service users and or their representatives, took the time to acknowledge that they were very pleased with the service they had received. More details can be found in the annual report published in late autumn 2016.

During the last year, meetings have been held with senior managers to review the present process used to investigate and respond to customer complaints. As a result of these meetings a few improvements have been made to the process. These include confirming with the investigating officer a realistic and achievable timescale with which to respond to a complaint. This has allowed the change to ensure more complaints are responded to within the agreed time scales.

Greater effort has been made by Adult Social Care staff in responding to the 64 concerns that were raised by customers in avoiding these escalating to the complaints process.

It is acknowledged that customer feedback is a valuable tool in shaping future services and improving existing services. Some examples of learning identified by managers as a result of investigating complaints are-

- We have sought to streamline our processes as much as possible including simpler forms for residents to complete where they have what is referred to as 'passporting benefits'

- Processes have been changed as we now allocate the hospital discharge cases to the out of borough social workers as the Section 2 from the hospital arrives to assure there is more accountability taken for returning the calls and facilitating the discharge
- Walsall Council, NHS and Walsall legal services are to develop a pathway for professionals to utilise in relation to the process of a patient/service user dying with no known next of Kin.
- Discussions to take place on the vital importance of promptly processing CHC checklists. As well as the need to ensure effective communication with our clients in relation to the processes we have to follow.

Here are a few extracts from the compliments sent to the Council by people and their families who have used the service.

- *The social worker was extremely efficient in dealing with a crisis when care needed arranging. Communication was excellent and always called when she said she would.*
- *Thank you for the care and support offered to mom, many of you went the extra mile, giving me time to listen and advice*

All compliments are recorded, acknowledged and communicated to both the staff they relate to and their line managers.

Adult Safeguarding

Walsall Adult Safeguarding Partnership Board

The Walsall Safeguarding Adults Partnership Board has worked during this time to ensure that it is able to comply with its statutory responsibilities under the Care Act from April 2015. The membership of the Board is drawn from statutory, independent, voluntary and community sector organisations.

The Board's vision is that 'adults with care and support needs, their families and Carers, wider community and all professionals understand that Walsall is a place where:

- Abuse or neglect is not tolerated
- Everyone works together to prevent abuse or neglect
- Everyone works to ensure that adults are safeguarded when abuse is suspected or witnessed
- People who are victims of crime are supported to get justice through the Courts or other civil routes'.

To achieve the above vision the Board has assisted with the development of the Regional Adult Safeguarding: Multi Agency Policy and procedures for the protection of adults with care and support needs. The purpose is to ensure that it was updated to ensure compliance

with the new legislation. The Board also continued to develop links with the Walsall Children Safeguarding Board. This has included the recent appointment of an Independent Joint Chair.

In 2015/16 the Board has responded to the Deprivation of Liberties Safeguards which ensures that people with care and support needs are not deprived of their liberties and that the least restrictive options are always considered wherever possible.

The board membership has also worked effectively to seek to improve the quality of care for service users in the local area and to further develop partnership learning.

To assist these aims the Board has developed a Terms of Reference and a Business Plan to ensure that shared resources are used effectively. An annual Safeguarding Adults report (2015/2016) is also being produced and published following agreement at the Council's Health and Social Services Scrutiny Board. Further work is being undertaken in regard to the development of the WSAPB website and to ensure that the Service User voice is heard at the Safeguarding Adults Board.

Adult Safeguarding Unit

The Safeguarding Adult Unit (ASU) continues to support the Walsall Safeguarding Adults Partnership Board to achieve its objectives; examples of this include undertaking safeguarding investigations (enquiries) where there are large scale or complex multiple concerns and provides support and advice to staff under taking Safeguarding Adults activity.

All safeguarding work is carried out in accordance with the Safeguarding Adults: multi agency policy and procedures for the West Midlands. This helps to ensure a consistent and co-ordinated approach between neighbouring authorities in the West Midlands, supports benchmarking and sharing of good practice.

During 2015/16, we have undertaken a total of 16 complex multiple concern investigations (enquiries) These are undertaken where a number of safeguarding concerns have been raised that are linked to one service or provider and it becomes a concern about multiple people rather than about one individual. These investigations involve joint working with partners, for example in Health, Police, Care Quality Commission, Mental Health Services, and Integrated Commissioning. The ASU co-ordinates and organises the joint working and this enables a broad and thorough investigation (enquiry) into the issues and concerns and a shared agreement about the actions required to ensure that service users with care and support needs are supported and issues of abuse and poor practice are addressed.

The ASU have also assisted with the commissioning of Safeguarding Adults training resources for multi disciplinary team members.

During 2015/16 there have been 1,589 Alerts (concerns) raised and 295 Safeguarding Adults completed investigations. This compares in 2014/15 to 1,378 alerts and 423 investigations. It is important to continue to raise awareness in regard to Safeguarding Adults and when people are aware of when to refer to the Local Authority.

Priorities for 2016/17

Council-wide priorities for 2016/17 are to 'Make Walsall a better place to live, work and invest' across 3 key areas:

- Health and Well Being
- The Economy
- Communities and Neighbourhoods.

Walsall Council believes that the progress made during 2015/16 places us in a good position to respond to the demographic and financial challenges that it faces. The strategic direction set by the government is clearly set towards prevention, recovery and rehabilitation with a move to increasing the personalisation of services and working in collaboration with partners and the local community to achieve improved outcomes for users of our services.

We have to forge ahead with the statutory requirements of the Care Act and the Children and Families Act whilst adhering to the Council's four year financial plan.

The key priorities for next year are as follows:

1. To Continue to implement the requirements of the Care Act and the Children and Families Act 2014

- It is a complete re-write of all current social care legislation
- Brings all care and support legislation into one single statute
- A new overall principle is to promote individual well being

Key New/Amended Responsibilities from the implementation will include:

- Promoting individual wellbeing and preventing the need for care and support
- Promoting integration between services
- Providing information and advice
- Further assessing the needs of users and Carers (including new rights and entitlements) whilst implementing the national eligibility criteria
- Statutory safeguarding
- Implementing new financial assessment and charging arrangements to include the maximum cap on costs
- Focusing on market shaping and arrangements for provider failure

2. Update on the implementation of the Care Act

A Care Act board was established in February 2014, the scope of the board was to undertake scenario planning ahead of detailed guidance, utilise regional networks and

work collaboratively with other Local Authorities including identifying best practice (internal, regional and national) and prepare for the key changes likely to arise from the Care Act 2014. The board has overseen and continues to monitor activities undertaken within the business to ensure Care Act compliance throughout the directorate.

3. Development of Prevention Services

- Adult Social Care will continue providing services that contribute towards preventing or delaying user need for care and support by working with partners to integrate prevention services within the borough
- Reduce admissions to long term care services by keeping people in their own homes longer.

4. Integration of Intermediate Care and Complex Care

- Further integrate Health and Adult Social Care Intermediate Care and Reablement Services
- Develop a locality model approach with Community Health and the CCG focussing on 5 Primary Care Hubs

5. To continue to redesign our Information and Advice services

- Development of a web portal for customers and staff to make information more accessible and finance services easier.
- Review and simplification of the Adult Social Care charging policy

Mosaic

Mosaic for Adult Social Care will provide a unified system across all elements of our business into a single system. There will be increased functionality to underpin the development of a complete Adult Social Care record. As part of the implementation programme, phase 1 is case management system with a scheduled implementation for autumn this year. Later Phases will see the implementation of the financial module; this will include transactional processing, system interfacing into payment systems and call monitoring systems. There will be an increased automation of processes, thus reducing manual input and increase streamlining and efficiency alongside improved financial reporting.

To support implementation an extensive training programme has been developed. The ultimate success of mosaic implementation lies in system usage with timely and accurate recording across all business streams.

6. New Approach to Social Work

- Social workers will support the business model going forwards with a more focused service based upon the customers whole care and support package needs
- We will follow the new duty to carry out Carer assessment regardless of level of Carer need or financial resources of Carer/Service User - this now includes Young Carers
- Have robust plans for potential provider failure
- Further expand Electronic Call Monitoring in order to provide efficient and effective care calls.

7. Better Care Fund

Our vision, as set out in our Health and Well Being Strategy and based upon our Joint Strategic Needs Assessment is to maintain and where possible improve the independence, health and well-being of the people of Walsall. In doing so we aim to reduce the prevalence of emergency admissions to hospital and to reduce the number of older people who are receiving on-going social care services, especially admissions to care homes from 2016/17 onwards as set out in our trajectories.

The two objectives of our vision are:

- Enable people to remain well and at home as long as possible
- Swift return home following episode of bedded care

The changes delivered will be significantly improved joint assessments, and early interventions by primary care, community healthcare, mental health and Adult Social Care.

In addition both Walsall CCG and Walsall Council will align other budgets in commissioning outcomes that contribute to the success of the Better Care Fund objectives. In the light of evidence based lessons, the pooled budget can then be adapted and expanded to meet sustainable improvements over time.

You're Views (Feedback)

We would welcome your feedback on this Local Account and any other information you would like to share with us.

1. Tell us who you are, please circle the appropriate heading
 - a) Someone who receives a service
 - b) A Carer
 - c) A provider
 - d) Staff member

e) Other please specify in box below

2. Which sections did you find most helpful?

3. Which section was least helpful?

4. Is there anything you do not understand or would like more information from?

5. Is there an area you feel we have not included and we should have?

6. Can you rate this report out of 1 to 5 with 1 being Very useful and 5 being not at all useful?

7. Is there anything else you would like to share?

Thanks for your participation.

Please return to strategicdevelopments-sci@walsall.gov.uk